**Recruitment: Triage and Wellbeing Worker at Age UK Redbridge, Barking and Havering**

Age UK Redbridge, Barking and Havering are recruiting for:

**Triage and Wellbeing Worker
Hours**: 16 hours per week

**Salary:**  £22,250 pro rata (£10,170 actual for 16 hours/week)

**Closing date:** Tuesday 2nd May 2023
**Proposed interview date**: TBC

We are looking for a Triage and Wellbeing Worker to be the first point of contact for Age UK Redbridge, Barking and Havering enquiries and provide triage and signposting to relevant internal and external services.

The Triage and Wellbeing Worker will be the first point of contact for Older People, Carers, Professionals & Visitors who approach Age UK RBH, either by telephone or visit to the Age UK office.

The post holder will identify the information, advice and support needs of older people and their carers who are referred or make contact with Age UK RBH and signpost or refer them, where necessary to the most appropriate service or organisation both internally & externally.

You will need to have experience of providing information and signposting by telephone as well as experience of working with older people or vulnerable groups and their carers (preferable). The post holder requires excellent communication skills, with the ability to communicate effectively both written and spoken as well as the ability to organise self, prioritise varied workloads, plan effectively. We are looking for someone with a Good understanding of issues affecting older people and their carers.

The position requires good computer skills including fast, accurate data entry and internet research and accurate record keeping are also required. An appropriate DBS Disclosure will be carried out for this post.

**To apply:** Please check our website for further details and a full application pack <https://www.ageuk.org.uk/redbridgebarkinghavering/about-us/work-for-us/>

**Completed application forms and Equal Opportunities Forms should be returned to Gabby O’Neill using the email:** **admin@ageukrbh.org.uk** **or alternatively post to Gabby O’Neill, Recruitment, Age UK Redbridge, Barking and Havering, 4th Floor, 103 Cranbrook Road, Ilford, Essex, IG1 4PU.**