



## **WELFARE BENEFITS ADVISOR**

### Job Description

**Hours:** 28 hours per week

**Responsible to:** Information & Advice Team Leader

**Location:** Parkway House, East Sheen and across Richmond Borough (possibility of office relocation to Hampton within first year of employment). Some home working is also possible.

**Responsible for:** None

**Salary:** £25 – 28k per annum (FTE) plus 5% pension contribution

#### **Purpose of the job:**

Age UK Richmond provide support for older people throughout Richmond to access and claim welfare benefits, grants and other financial support that may be available to them. This includes advising older people on the financial support available, making applications on their behalf and following through applications to result. The Welfare Benefits Advisor will join our Information & Advice team, and will be responsible for managing a caseload of clients and providing this support.

The post holder will also need to help older people navigate wider health, social and voluntary sector services when needed.

The role will require visits to the houses of older people, with Covid-19 social distancing and hygiene measures in place.

#### **Main Responsibilities:**

1. To provide support to older people to access and claim welfare benefits, grants and other financial support via home visits, telephone and office based appointments.
2. Be responsible for managing a caseload of referrals and helping the information & advice team achieve contracted targets.

3. Assist with the completion of relevant claim forms and ensure financial information is accurate and verified.
4. Carry out home visits when necessary.
5. Take a holistic approach by signposting / referring older people to other support and services that may be of benefit.
6. Maintain knowledge of relevant welfare benefits, guidelines and wider local services
7. Maintain accurate records in accordance with agreed standards
8. Ensure all tasks and record keeping are in line with the Advice Quality Mark, and work with the rest of the Information & Advice team to ensure this accreditation is maintained.
9. Work in and provide cover for other Information & Advice services (currently Advice Extra and First Contact Helpline) when required, including adapting work to new pieces of funding.
10. Provide support to, and carry out any additional tasks delegated by the Information & Advice Team Leader.
11. Provide high levels of customer service at all time.
12. Attend meetings and training as required.
13. Communicate effectively- electronically, verbally and in writing
14. Abide by Age UK Richmond policies and procedures.
15. Be aware of and report any safeguarding concerns.

### **Other Duties**

You are required to undertake such other duties appropriate to your role and level of responsibility as may reasonably be required of you. Therefore, the list of duties in this Job Description should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Richmond upon Thames reserves the right to update your Job Description to reflect changes in, or to, your post.



## **WELFARE BENEFITS ADVISOR (Part Time) Person Specification**

### **Experience**

1. Minimum two years' experience working in an advice related role
2. Experience of welfare benefits advice work and completing benefit forms
3. Up to date understanding of the welfare benefits system for older people
4. An understanding of the issues involved with working with older and vulnerable people
5. Good level of administration skills
6. Approachable and available, actively looking for and taking into account other's views and opinions
7. Excellent organisational skills
8. Good level of IT skills
9. Experience of using an information management system
10. Ability to work on own initiative and as part of a team
11. Strong communication skills
12. Positive, motivated, enthusiastic and proactive approach

### **Other**

Car Driver and access to a vehicle

The successful candidate will have some experience in advice and benefits related work, an understanding of the benefits system for older people and an understanding of the challenges of working with older and vulnerable people.

The closing date for applications has been extended to 25<sup>th</sup> of September. To apply please send a completed application form to [info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)