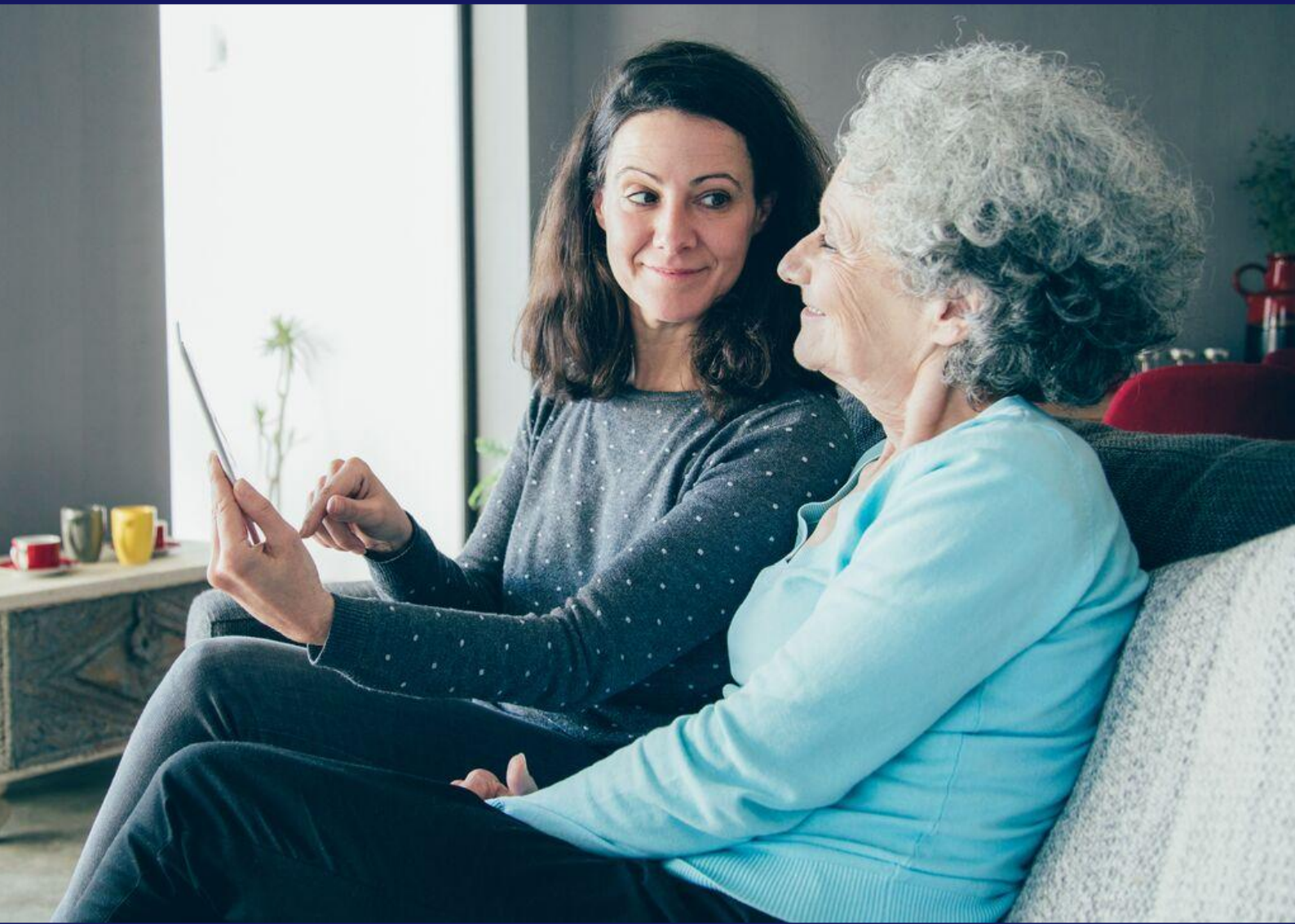


# Candidate Information



## Routes-2-Wellbeing Outreach Worker

Closing Date: Tuesday 19<sup>th</sup> May 2026 @ 8.00 am  
Interviews to be held within 2 weeks of closing date

# Pack Overview

Thank you for your interest in our vacancy for the position of Routes-2-Wellbeing Outreach Worker. We're so pleased that you're considering working for Age UK South Gloucestershire.

In this Candidate Information Pack, you'll find the following information:

- About us, our history and our links with Age UK
- The benefits of working at Age UK South Gloucestershire
- Job Description and Person Specification
- How to apply

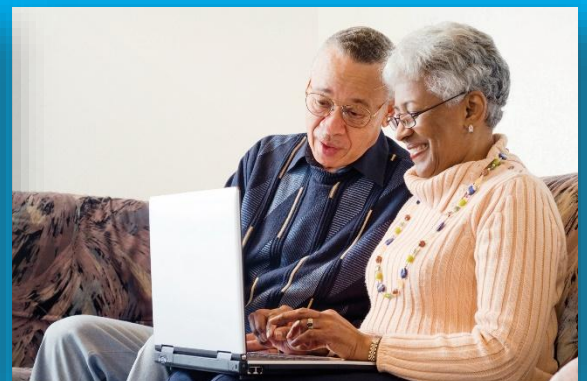
If you have any questions about any aspect of the organisation or the role, please

## About Age UK South Gloucestershire

Age UK South Gloucestershire is an independent local charity with its own locally elected board of trustees and is part of the Age UK network. We've been working in the local community to help older people for over 25 years. The charity makes a positive contribution to the lives of hundreds of older people in South Gloucestershire every week. Based from our main office in Thornbury High Street, Age UK South Gloucestershire actively designs services that meet the wants and needs of local older people and their families by:

- tackling loneliness and isolation
- promoting health, wellbeing and independence
- supporting families and carers
- helping people access services and financial benefit entitlements
- enabling people to get the most out of life

We respond to thousands of enquiries each year with our range of services, which include Activity Day Centres, Befriending, Digital Inclusion, Improving Homes and Wellbeing, Information & Advice provision, Specialist Benefits Advice, Reconnect, Walking Groups, Welcome Home Project and Volunteering opportunities.



# Our history

**1997** – Age Concern South Gloucestershire was formed.

**2005** – Age Concern South Gloucestershire changes its legal structure to become a charitable company.

**2009** – Age Concern and Help the Aged merge to form the national charity, Age UK. Then in...

**2010** – ...we become an Age UK Brand Partner and trade as 'Age UK South Gloucestershire'.

**2022** – Age UK South Gloucestershire celebrated our 25th Birthday.

**2023** – We continue to look to the future!

## Our Partnership with Age UK

Age UK South Gloucestershire is an independent local charity, but we share a brand with Age UK. This trusted and well-known brand helps to open doors for us locally. Of course, we always have to deliver, but it helps to have the strength of the Age UK brand behind us.

Nationally, there are around 130 regional Age UKs, each with a defined geographical area and separate charity number.

We align ourselves with the work Age UK does nationally by supporting their campaigns, sharing reports and news stories, and using their research to underpin grant and tender applications.

Age UK also provides our local MPs with information about older people that can help drive forward local policies and influence at a national level.

Being an Age UK Brand Partner brings certain responsibilities – namely to deliver services to agreed quality standards and to subscribe to shared values of being:

- Caring
- Effective
- Enabling
- Influencing
- Innovative
- Inclusive

We are aligned with Age UK but we are still a local and independent charity. The services we deliver, the money we raise, the people we support are all in South Gloucestershire. Our Trustees are responsible for strategy, policies and legal compliance.



## Working for Us

Age UK South Gloucestershire employs a team of over 30 paid staff, and over 160 wonderful volunteers support its work. The organisation's culture is one that puts people first, and the charity enjoys high staff morale. Age UK South Gloucestershire has an active board of trustees who, as well as providing good governance, work closely with the management team on matters of strategy and direction.

What we offer our staff:

- A Living Wage for employees across the organisation.
- A commitment to a work life balance, with flexible & hybrid working in many roles.
- A healthcare cash back plan allows employees to claim money back towards a variety of health, dental and optical treatments.
- An employee wellbeing scheme, providing free, confidential support, counselling, CBT, financial and legal information or support from a nurse or GP, 24 hours a day, 365 days a year.
- Generous life assurance up to 3 times your annual salary.
- Great discounts and rewards (perfect for pay day!).
- Discount on gym membership.
- A great working atmosphere.
- 25 days holiday per year, rising to 28 days after 3 years' service, plus bank holidays.
- Regular learning and development opportunities with funding contributions toward career developing qualifications.
- Pension scheme enrolment.
- A convenient location for access to local parking.



# Vacancy Details

## Routes-2-Wellbeing Outreach Worker

Part-time, 30 hours per week

£24,979 FTE, £20,253.24 pro rata for 30 hours

1 Year Fixed Term Contract

Age UK South Gloucestershire is an independent, local charity. We have been working in the community for over 25 years to support older people, their families and carers. We have a vision for South Gloucestershire to be a place where older people feel empowered, respected, connected and enabled to make the very best of later life in communities that truly value, support and welcome them.

Age UK South Gloucestershire is looking to recruit 2 Routes-2-Wellbeing Outreach Workers. The post holder will work collaboratively with AUKSG project leads, Head of Finance, external health and social care providers as well as other VCSE organisations.

To be successful in this role, you will be proactive, have a positive solution-focused attitude, and a willingness to undertake training to support the Routes-2-Wellbeing Project Coordinator.

Age UK South Gloucestershire offers a generous benefits package, and the charity is committed to equalities, diversity and inclusion and therefore encourages applications from all sectors of the community.

If that person could be you, download an application pack from our website. Please return completed application forms to [hr@ageuksouthglos.org.uk](mailto:hr@ageuksouthglos.org.uk). Applications will not be accepted when submitted via agencies, CVs or other recruitment platforms.



Closing Date: Tuesday 19<sup>th</sup> May 2026 at  
8.00 am

Interviews to be held within 2 weeks of  
closing date

## **Job Description**

<b>Job Title</b>	<b>Routes-2-Wellbeing Outreach Worker</b>
<b>Salary</b>	£24,979 FTE, £20,253.24 pro rata for 30 hours
<b>Hours of work</b>	Part-time, 30 hours per week
<b>Working pattern</b>	Core hours are Monday to Friday 8am to 4pm
<b>Place of work</b>	67 High Street, Thornbury, BS35 2AW
<b>Annual leave</b>	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
<b>Status</b>	1 Year Fixed Term Contract
<b>Other</b>	Willingness to drive – hold a valid UK driving licence

<b>Job Purpose</b>
To promote Age UK South Gloucestershire (AUKSG) services to potential service users, Community providers, GP practices and health care organisations to enable isolated older people to access the support they need to improve their quality of life.
<b>Responsible to</b>
Routes-2-Wellbeing Manager
<b>Contacts</b>
The post holder will work collaboratively with AUKSG project leads, Head of Finance, external health and social care providers as well as other VCSE organisations.

## Key Responsibilities

- Support the Project Manager when engaging with key local stakeholders including the Local Authority, businesses, faith groups and forums across the County, who have an interest in the wellbeing of older people.
- Carry out initial needs assessment with beneficiaries after referral
- Build supportive relationships with beneficiaries and their families and provide personalised support as required .
- Arrange, and where necessary, deliver financial and welfare advice in conjunction with the AUKSG specialist benefits team for each beneficiary
- Undertake specific training required to perform effectively in the role
- Establish and foster good relationships with project referral partners.
- Support volunteers in their role when supporting beneficiaries
- Develop bespoke individual support plans for each beneficiary
- Work in a cost-effective manner
- Identify opportunities to work with, and strengthen local peer groups and friendship groups across South Gloucestershire enabling them to become self-sustaining
- Identify opportunities to promote the service in a range of forums e.g. by giving presentations, attending events and meetings
- Identify opportunities to work with individuals who may be isolated due to geography or protected characteristics and enable them to access the help and support to meet their needs
- Maintain accurate records of all activities undertaken
- Contribute to reviews of the service and give feedback as appropriate
- Support the project leads for other services within the charity by deputising for project workers as appropriate to meet the demands of the service
- Ensure that information shared with external organisations is kept up to date, and shared in line with GDPR and national confidentiality standards.
- Undertake follow-up work arising from advice sessions and presentations, maintaining accurate client case records.
- Work in accordance with AUKSG Policies, procedures and guidelines

### **General Responsibilities of all staff members**

- To ensure that all administration protocols and procedures are efficiently undertaken.
- To attend supervision sessions & other meetings as required by the Head of Services .
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

### **Other Duties**

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

### **Disclosure and Barring Service (DBS)**

This post is subject to a satisfactory Enhanced Disclosure and Barring Service check, which will disclose all relevant cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

**Equal Opportunities**

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

**Health and Safety**

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

**Confidentiality**

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

## Person Specification

### Essential Criteria

- Willingness to undertake training on benefits and pensions relevant to older people.
- Experience of working with paid or voluntary staff.
- Experience of working in an advice-giving capacity.
- Ability and commitment to increasing knowledge and skills relevant to the provision of support to older people.
- Excellent interpersonal communication skills and a range of written communication skills for a variety of audiences and purposes.
- A good level of resilience and composure when dealing with issues that may occasionally be distressing or emotive in nature.
- A good level of numeracy skills.
- A good level of skill in using Microsoft Office packages such as Excel, Word and Outlook, Web-based applications, and databases.
- Strong administration and personal organisational skills.
- Understanding of confidentiality and the ability to handle sensitive information.
- A positive and constructive approach to problem-solving.
- Ability to work effectively as part of a team and use initiative and work independently.
- Commitment to the aims, objectives and policies of AUKSG.
- Commitment to promoting and supporting equal opportunities & diversity.
- Willingness and ability to travel as required.
- Willingness to work occasional evenings and weekends.

### Desirable Criteria

- Experience of working with older people, especially those with dementia
- Ability to work in a complex constantly changing environment without direct supervision
- Knowledge of more advanced legal information and experience in completing forms, such as Power of Attorney.

# How to Apply

If you are interested in becoming a Routes-2-Wellbeing Outreach Worker, please download an application form from our website:

[www.ageuksouthglos.org.uk](http://www.ageuksouthglos.org.uk)

Completed application forms should be submitted via email or post

FAO Tracy Marshall, Office Manager:

[hr@ageuksouthglos.org.uk](mailto:hr@ageuksouthglos.org.uk)

or

Age UK South Gloucestershire,

67 High Street, Thornbury, Bristol, BS35 2AW

Please ensure you have also completed the Equality and Diversity Monitoring section of the application form. The information on the form will be treated as confidential, and used for reporting purposes only. The form will be kept separate and will not form part of the

## Closing date:

8am, Tuesday 19<sup>th</sup> May 2026

## Interviews:

Within two weeks of the closing date

For general information on Age UK South Gloucestershire or if you have specific questions about the role, please contact (details above) and she will be happy to arrange for an informal discussion with the appropriate member of staff.



**Age UK Charity  
Quality Standard**

