

Job Description

Job Title	Routes-2-Wellbeing Outreach Worker
Salary	£24,979 FTE, £20,253.24 pro rata for 30 hours
Hours of work	Part time – 30 hours per week
Working pattern	Core hours are Monday to Friday 8am to 4pm
Place of work	67 High Street, Thornbury, BS35 2AW
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays, all pro rata
Status	Fixed for 12 months
Other	Willingness to drive – hold a valid UK driving licence

Job Purpose
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.
Responsible to
Routes to Wellbeing Manager
Contacts
The post holder will work collaboratively with AUKSG project leads, Head of finance and external health and social care providers as well as other VCSE organisations.

Key Responsibilities

- Support the Project Coordinator 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 CEO.
- 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.

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.