

J O B V A C A N C Y

Welfare Benefits Advisor

Permanent

Hybrid working available

35 hours per week, £25,500 per annum

An exciting opportunity has arisen for a highly organised, self-motivated Welfare Benefits Advisor with excellent communication skills and a wide knowledge and experience of attaining welfare benefits to achieve income maximisation for older people.

Demonstrating a high level of professionalism and flexibility, the Welfare Benefits Advisor will provide timely accurate advice on all welfare benefits, via telephone enquiries, home visits and welfare benefit drop-ins. As Age UK Sunderland (AUKS) is an alternative office for the DWP the successful candidate will support claimants through the DWP application/ verification process and be responsible for partnership working, developing links with other information and advice services within the City of Sunderland.

The successful candidate will be proficient in IT packages and be prepared to learn new software packages, have current knowledge of all welfare benefits and be able to work autonomously and collaboratively whilst managing a busy caseload.

A good standard of education and sound understanding of GDPR is required as well as the ability to explain complex issues whilst displaying an understanding and empathy for the needs and aspirations of older people.

At Age UK Sunderland, not only can you expect a competitive salary, generous annual leave and pension entitlement, you can also expect to be supported in your ongoing personal development and work alongside people who are passionate about supporting individuals to achieve good mental and physical wellbeing and to live life to the full.

Must drive and have access to a car for work purposes.

This post is subject to DBS Enhanced Disclosures

To request an application pack for this post please email enquiries@ageuksunderland.org.uk or download one from our website at www.ageuksunderland.org.uk Alternatively send a large SAE for 93p to Age UK Sunderland, Bradbury Centre, Stockton Rd, Sunderland. SR2 7AQ. Tel: 0191 5141131. **CV's are not accepted and will be shredded immediately upon receipt.**

Closing date: Tuesday 2nd April 2024 at 9.00 am

Interview Date: Friday 19th April 2024 AM



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