

Age UK Sunderland (AUKS)

Job Description

Post:	Welfare Benefit Advisor
Contract Type:	Permanent
Hours:	35 hours per week.
Salary/benefits:	£25,935 per annum; access to pension scheme
Location:	Bradbury Centre, Stockton Road

Income maximisation via welfare benefit entitlement plays a key role in the improvement of wellbeing in older people aged 50+ whilst providing tangible financial support.

The Welfare Benefit Advisor post is responsible for providing first tier advice on all welfare benefits, whilst managing a caseload of individuals.

The post holder will be responsible for the adherence of AUKS Information & Advice Quality Programme (IAQP) and ongoing sustainment of the quality accreditation.

The post holder will also identify unpaid carers and enable access to appropriate welfare benefits.

Key Responsibilities

Provide accurate and timely advice on the entitlement of all welfare benefits, keeping up to date with changes in legislation.

Adhere to necessary administrative and information systems.

If appropriate to act on behalf of and with the permission of clients, including correspondence, filling in forms and seeking information from third parties.

To carry out home visits, deal with telephone enquiries and appointments.

To organise welfare benefit drop-ins as and when necessary on and off site.

To signpost and make referrals where appropriate to partner organisations.

To develop and maintain links with other information and advice service providers within the city of Sunderland

Complete independent file review's to monitor team and individual competency.

Participate in the quality standard process and support the sustainment of the Age UK Information and Advice Quality Programme.

Support completion of client referrals, record electronically and feedback to team members

To keep accurate records for the client database as required.

Comply with General Data Protection Regulation (GDPR) requirements at all times

General

The post holder must carry out duties and responsibilities with due regard to the organisations' equal opportunity policies and procedures.

The post holder must at all times respect client confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of GDPR ensuring that there is no breach of confidentiality as a result of his/her actions.

The post holder must take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.

The post holder must be aware of individual responsibilities under the Health and Safety at Work Act, and identify and report as necessary any untoward accident incident or potentially hazardous environment being aware of and responsible corporately and as an individual for AUKS Health and Safety policy.

The post holder will ensure they accurately represent AUKS and ensure the values of AUKS are upheld at all times in carrying out their work

The post holder must work in general accordance with the organisation's policies and guidelines at all times.

To abide by Age UK Sunderland's safeguarding policy and organisational alert process.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to his/her grade, which are not listed above, at the direction of his/her manager/Director. The job description may be amended from time to time after consultation with the post holder.

This post is subject to a Disclosure & Barring Service (DBS) Enhanced check.

Age UK Sunderland

Person Specification

Post: Welfare Benefits Advisor
Location: Bradbury Centre, Stockton Road, Sunderland

Essential Criteria

- Qualification in Information, Advice and Guidance or a minimum of 3 years' experience of welfare benefit service delivery.
- Have knowledge of benefit entitlements for Older People.
- An understanding of vulnerable people's issues.
- A sympathetic and helpful manner and an ability to explain complex issues patiently.
- Ability to work autonomously and collaboratively and manage your own caseload.
- Ability to work in a busy team environment
- Have complete discretion and maintain confidentiality at all times.
- Ensure strong moral values are upheld.
- Be I.T. literate with experience of word processing and databases.
- Must drive and have access to a car for work purposes