

## JOB VACANCY

### Welfare Benefits Advisor

| CONTRACT  | HOURS             | SALARY            |
|-----------|-------------------|-------------------|
| Permanent | 35 hours per week | £25,935 per annum |

#### About the role

We are looking for a highly organised, self-motivated Welfare Benefits Advisor with excellent communication skills and strong knowledge and experience of welfare benefits. You will help people aged 50 and over to maximise their income and access the support to which they are entitled.

#### What you will do

- Provide timely, accurate advice on welfare benefits by telephone, during home visits and at welfare benefit drop-in sessions.
- Support claimants through the DWP application and verification process, as Age UK Sunderland is an Alternative Office for the DWP.
- Manage a busy caseload, working both autonomously and collaboratively.
- Build effective partnerships and links with information and advice services across the City of Sunderland.

#### What we are looking for

- Current knowledge of welfare benefits and experience of supporting income maximisation.
- A good standard of education, strong IT skills and a willingness to learn new software packages.
- A sound understanding of GDPR and the ability to explain complex issues clearly.
- Professionalism, flexibility and empathy for the needs and aspirations of older people.
- A full driving licence and access to a car for work purposes.

#### What we offer

A competitive salary, generous annual leave and pension entitlement, ongoing personal development, and the opportunity to work alongside people who are passionate about helping individuals achieve good mental and physical wellbeing and live life to the full.

#### HOW TO APPLY

Request an application pack: [recruitment@ageuksunderland.org.uk](mailto:recruitment@ageuksunderland.org.uk) |  
[www.ageuksunderland.org.uk](http://www.ageuksunderland.org.uk)

Alternatively, send a large SAE with £1.55 postage to Age UK Sunderland, Bradbury Centre, Stockton Road, Sunderland SR2 7AQ. Tel: 0191 514 1131.

**CVs are not accepted and will be securely shredded on receipt.**

**Closing date: 10 September, 9.00 am | Interview date: 16 September**

*This post is subject to an Enhanced DBS Disclosure.*



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