



Community Support Adviser

Age UK Sutton

Independent, local and proud to support later life in Sutton
Registered Charity No 1085875 Registered Company Number 04175500

Sutton
ageUK

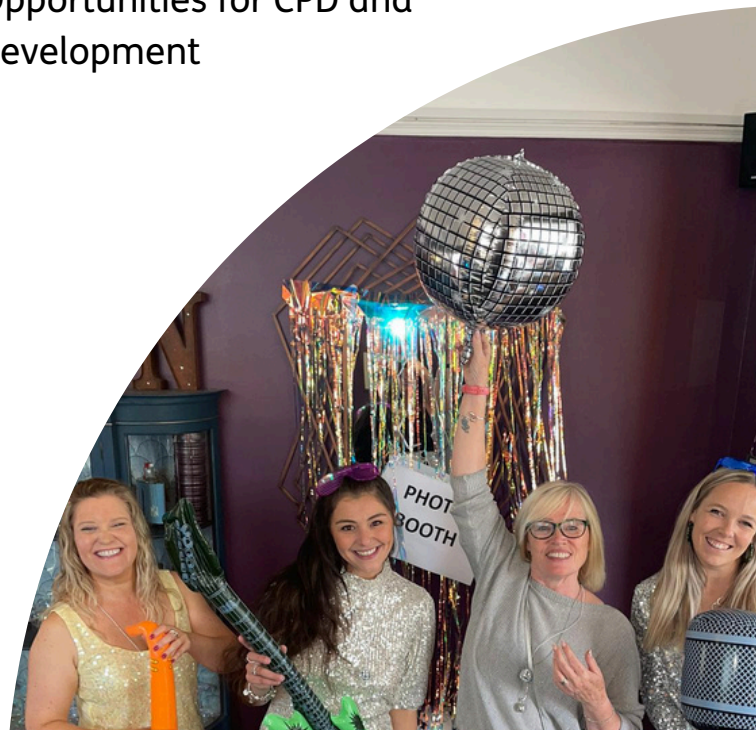
About Age UK Sutton & working with us

Age UK Sutton is an independent, local charity with a turnover of around £1.3million. We are a brand partner of Age UK, and benefit from a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

Age UK Sutton is dedicated to helping older people in our community to live well in later life. We provide vital information, expert advice and practical support to enable informed decisions on finances, health and care. As the trusted local experts in ageing well, we combine national knowledge with deep local insight and understanding to deliver accredited, high-quality services that make a real difference. From helping people prepare for later life to supporting those living it, we're here to ensure that later life in Sutton is lived well.

We strive to provide a supportive, open and vibrant working environment. We are people-centred, and that is reflected in the way we work with older people, each other and our partners. Age UK Sutton is a flexible employer and pride ourselves on being a family and carer friendly workplace.

- 25 days holiday (pro-rata) plus bank holidays and additional 5 days service rewards
- BUPA Employee Assistance Programme
- Quarterly wellbeing hours
- Flexible and home working opportunities available for some roles
- Opportunities for CPD and development



Community Support Adviser

Salary: £27,580

Hours: 35 hours per week

Location: Office and community based for home visits, Sutton

Responsible to: Community Support Manager

Contract: Temporary to September 2027

The Service:

Our Community Support team provides regulated Information and Advice to residents of Sutton. It is Age UK Sutton's front door service and effective delivery is essential to the profile and delivery of all Age UK Sutton's services. Our team operate with a mixture of light touch information provision and signposting through to supporting clients on a longer-term basis through Advice provision and Casework.

The Community Support Team delivers a significant amount of the charity's work, supporting in excess of 3,000 people a year through office, community and home-based service delivery and special events.

The Age UK Sutton Community Support Team service is committed to:

- Offering free, confidential and impartial information and advice to all older people, family and carers of older people in the London Borough of Sutton
- Engaging and working in partnership with professionals to provide information and advice and collaborative case work
- Working with older people to identify their own goals, set priorities and create a shared action plan
- Monitoring outcomes of all service provision to maintain high levels of customer care and identify opportunities for development and emerging need in the borough
- Maintaining and developing best practice in safeguarding, equality and diversity and person-centred working

Our Community Support service is delivered by a team of staff and skilled volunteers, led by the Manager, and working closely with all other Age UK Sutton Services, including our Dementia service, Help at Home and our Prevention and Wellbeing services.

The Community Support Adviser plays an important part in our service delivery. Following initial contact through the Welcome and Information team, our Welcome and Information Officer will triage cases that require Advice or Casework to the Community Support Adviser. After initial exploration and diagnosis you may be providing 'one off' information and some basic advice, to people who don't need further support. In some cases it is appropriate to refer or signpost to local or national services alongside the advice work you offer the client. You will deliver advice in a confidential space at all times, by appointment. You will be responsible to manage the timelines and expectations of the number of appointments required to a suitable outcome, and effectively close the case when appropriate.

Purpose:

- Deliver regulated Advice to clients, predominantly in the areas of welfare benefits, housing, and health and social care. Predominantly face to face including, where appropriate, in a client's home
- Offer support in wider areas such as mental health and wellbeing, consumer issues, social isolation.
- Through full exploration including a benefit check, ensure the clients' need for Advice is identified correctly and that clear, regulated and quality Advice is delivered. It is vital the advice is delivered in an accessible way for the client, catering to any communication needs the client has.
- Support progression of this advice which can include completing applications or acting on a client's behalf in complex, longer-term case work
- Record and update case notes both efficiently and in line with required quality standards
- Identify contacts that require referral to any of Age UK Sutton's services or external agencies to ensure the client gets the appropriate support.
- Keep excellent records of the contacts made, evidence collected and advice given, validating the legitimacy of advice in evidence, referencing sources and sharing resources with clients to enable them to complete actions for themselves
- Work creatively in a way that empowers older people, supports the influencing work of the charity through evidence capture, sharing stories and examples and adapting to needs as suitable
- Deliver the service in a way that is accessible to all clients

Key responsibilities

Working with clients who experience a Life Event such as a change in work or living circumstances, a health diagnosis, or bereavement – Community Support Advisers work in a goal orientated method to problem solve, offer alternative options, discuss pros and cons of taking actions, and support the client to plan ahead for upcoming changes to their lives. Building confidence and resilience for older people and decreasing the feeling of crisis or isolation in facing complex decisions alone.

- Effectively communicating accurate and impartial information and advice to older people with a wide range of support and communication needs
- Effectively managing case work and client relationships to ensure excellent client care and accurate recording of actions, evidence and outcomes
- Enabling the older person to develop their confidence and independence through shared goal setting and effective person-centred working practices
- Ensuring clients are referred to other Age UK Sutton Services and external providers and enabled to make contact
- Work with external agencies including Adult Social Services, Housing services, Department of Work and Pensions on behalf of users and for the purpose of establishing close working links
- Deliver community-based outreach and events in partnership with other Age UK Sutton colleagues and partner agencies
- Keeping up to date with relevant changes in legislation, policy and procedures, both locally and nationally and as they apply to and affect older people and their carers
- Accurate recording of client data, using the CRM (Charity Log) in line with the Age UK Sutton Data Protection and Confidentiality policies
- Participate in a range of advice projects and recording of these in order to contribute to reporting and funding applications
- Participate in learning and development opportunities and take responsibility to identify own learning needs
- Attend staff meetings, supervisions and development meetings along with training
- Proactively support service delivery across the organisation
- Work with Age UK Sutton policies on Equity, Health & Safety, Data Protection & others
- Undertake general duties as may be deemed necessary

Person specification

- Understanding of the complex issues and needs affecting older people and their carers
- Understanding of the services available to older people from the statutory, voluntary and private providers, including social care and housing services
- Knowledge of the statutory UK welfare framework of benefits and pensions for individuals and financial support available from alternative sources
- Understanding of the legislative and policy context of the service including the Care Act, the Equality Act, Mental Capacity and Safeguarding
- Experience of working with other professionals, both in partnership and when challenging provision and support decisions
- Skilled in providing accurately resourced information and advice pitched effectively for the individual client's needs
- Able to travel around the Borough of Sutton and deliver home visits to those who need them
- Experience of working with vulnerable people and their families and carers
- Excellent written and verbal communication to a wide range of clients and stakeholders in a variety of settings
- Excellent listening skills, ability to empathise with older people and use tact and sensitivity when dealing with vulnerable clients with multiple needs
- Ability to work methodically, keep accurate records and to collect statistical information, working within a quality assurance framework
- Experience of working as part of an integrated team, and demonstrable ability to work collaboratively with colleagues in different roles, reporting on progress and sharing insight
- A demonstrable personal commitment to the Mission, Vision and Values of Age UK Sutton
- Demonstrate excellent time management and prioritisation
- Proficient in Microsoft Office software. Experience of using databases is helpful, but training will be provided.

How to apply

Please email us at workforus@ageuksutton.org.uk to apply, submitting a CV and supporting statement which will give you the opportunity to show how you meet the person specification.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte, Business Support Manager:

charlotte.growns@ageuksutton.org.uk
07577 130549

Final closing date for applications: Friday 19 June 2026

This role is being advertised on a rolling basis, meaning that if we find a suitable candidate, we may close this advertisement. We will review applications as they are received and will invite suitable candidates to interview - you will be contacted to gather your availability should this apply.

We recognise that everyone is unique and may have particular needs during the recruitment process. Therefore if there is anything you would like to discuss in relation to that process, please contact us. We strive to make our recruitment process fully accessible to all applicants, including those with a disability, long term condition or anyone who may otherwise require additional support or reasonable adjustments.

An applicant's disclosure of their disability will not disqualify nor adversely affect the candidate's chances of being short listed or offered the post.