

JOB DESCRIPTION

(August 2023)

JOB TITLE Information & Advice Bank Staff

REPORTS TO:
I&A Manager

HOURS
Fully flexible

SALARY AND BENEFITS
£15 ph

LOCATION
Home with occasional office visit. Initial sessions will be office based.

CLOSING DATE
Ongoing

BACKGROUND AND INTRODUCTION

Age UK Wolverhampton is a charity that aims to promote the wellbeing of all older people in the City, and help to make later life a fulfilling and enjoyable experience. Age UK Wolverhampton has a vision of a world in which older people can flourish. We provide essential support to everyone over the age of 50 living within the City of Wolverhampton.

Our services include information and advice, home help, friendship groups, organised activities, and a handyperson service.

We recognise that our staff are our most valuable asset, and we aspire to be among the best employers in our sector. We are currently going through an exciting period of growth, and encourage our staff to grow with us.

We also believe that older people are a valuable asset to the workforce and are happy to consider any suggestions to make jobs more accessible in order to prevent any age discrimination e.g. job share, flexible hours.

JOB SUMMARY

We are developing a bank of Information and Advice specialist advisors who we can call on to carry out a few hours work on an occasional basis. This role will involve providing telephone support to our clients. This will include benefits assessment checks using our systems, support applications for benefits including completing application forms, and other support.

There is no guarantee of work, and we anticipate it being a few hours per week. Please let us know your availability and expectations in your applications, and we are happy to discuss.

RESPONSIBILITIES

- Carry out welfare benefits assessments and applications for clients via telephone support.
- Be aware of holistic needs and assessment to identify any other client needs, and signpost or refer back to Information and Advice Manager as appropriate.
- Maintain accurate and confidential records on Charity Log (database) of all advice sought and given.

PERSON SPECIFICATION

ESSENTIAL

- Good knowledge of welfare benefits rights and applications.
- The abilities, skills and knowledge to carry out the above role.
- Common sense.
- Sense of responsibility.

OTHER

- An enhanced DBS check is a requirement of this role (arranged by ourselves)
- Access to own computer and smart phone

TO APPLY

To apply, please email an up to date CV with a statement of no more than 250 words addressing why you are interested in this position, how you meet the person specification, and anything else you feel is relevant to the post. **Email to office@ageukwolverhampton.co.uk**

If you have not heard back from us within three weeks, please presume that your application has been unsuccessful, and we thank you for taking the time to apply to Age UK Wolverhampton.