

Job Title	Crisis and Resilience Fund Triage Officer
Reports to	Information and Advice Service Manager
Salary	£14.31 Per Hour
Hours	TBC
Location	Malvern – with travel across the whole of Worcestershire
Probationary period	3 Months

Purpose

Crisis and Resilience Funding is available to Worcestershire residents who are experiencing a sudden and unexpected financial shock. Age UK Wyvern is commissioned to manage applications and administer support to eligible individuals across the County. The Crisis and Resilience Fund Triage Officer will play a key role in administering these funds, acting as the first point of assessment and ensuring applications are reviewed promptly, fairly, and consistently. Crisis funding will be issued using an online portal and can take the form of vouchers, bank transfers or the ordering and delivery of specific household items.

Key Responsibilities

- Act as first point of contact for all referrals into the Crisis and Resilience Fund (CRF) service, reviewing applications and ensuring all required information is provided
- Carry out initial eligibility checks against fund criteria, ensuring all required evidence is gathered to support fair and consistent decision making
- Verify minimum income thresholds and complete benefit entitlement checks to ensure that other financial help is not immediately available before processing an application
- Visit clients in their homes where necessary to support in the gathering of physical evidence when individuals are unable to obtain this independently
- Respond to enquiries from members of the public, partner organisations and professionals in a professional, efficient and person-centred manner
- Direct clients, who have the ability, to apply for CRF crisis payments using the self-service facility on the Worcestershire County Council (WCC) website
- Assist digitally excluded clients by completing CRF crisis applications on their behalf through the WCC portal
- Process payments/support via the Post Office Portal ensuring full compliance with eligibility criteria and audit requirements

Age UK Worcester, Malvern Hills & Hereford Localities

Bank House,
7 Shaw Street,
Worcester, WR1 3QQ.

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- Communicate outcomes sensitively, ensuring that clients understand the decisions made and any required next steps
- Provide appropriate signposting for individuals who are not eligible for CRF support, directing them to resilience support and relevant internal or external services to ensure holistic assistance
- Make onward referrals for resilience support to Worcestershire Advice Network (WAN) partners based on geography, age or disability via Refernet.
- Maintain accurate records on Age UK Wyvern's CRM System (CharityLog), ensuring compliance with GDPR, confidentiality policies and organisational standards
- Complete all administrative tasks and documentation in line with Age UK Wyvern procedures and operational requirements
- Attend meeting and training as required to maintain service quality and professional development
- Participate in regular supervision and appraisal meetings with the line manager to support ongoing development and performance

Other Information:

- Age UK Wyvern is a Brand partner of Age UK nationally.
- Age UK Wyvern is committed to equal opportunities, principles and practice.
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age Wyvern set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.
- All staff will undertake the training required for the post

Person Specification

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Key requirements

Essential:

- Excellent IT skills with knowledge of Microsoft Office packages
- Experience of person-centred support
- General understanding of the issues affecting the lives of older people
- Proven 'Team Player' willing to be flexible
- and approachable
- An understanding and working knowledge of data protection and confidentiality legislation
- Excellent interpersonal skills and the ability to deal sensitively with a variety of contacts
- Effective communication skills, both written and oral
- Ability to work independently and manage incoming referrals in an efficient manner

Desirable:

- Understanding of the role of AGE UK and services
- Understanding of the voluntary and community sector in Worcestershire
- Familiar with Worcestershire's local support ecosystem
- Prior experience of handling referrals
- An understanding of the DWP system and benefits available

Qualifications & Other Requirements

- Willingness to work flexibly, including travel across Worcestershire
- Full Driving Licence with access to car to travel across Worcestershire

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