

## **JOB DESCRIPTION**

All Pilkington Retirement Services Limited employees are expected to project a professional and positive image of the organisation in both appearance and behaviour, and especially when liaising with individuals external to the organisation.

**JOB TITLE:** Welfare Officer (Regional)

**JOB HOLDER:**

**JOB NUMBER**

**DEPARTMENT:** Community Care

**MANAGER:** Mrs D Swift

### **MAIN PURPOSE OF THE JOB:**

To visit beneficiaries in necessitous circumstances and identify their needs and put in place appropriate services enabling them to remain as independent as possible in their own home.

### **MAIN TASKS:**

1. To visit beneficiaries in their own homes.
2. To carry out assessments on beneficiaries and make appropriate referrals.
3. To visit new retirees and assess for level of visiting required.
4. To accept referrals from external bodies and take appropriate action.
5. To acquire full knowledge of the Welfare Programme and a working knowledge of State Benefits and all other associated benefits available to older people.
6. To maintain accurate and up to date administration records.
7. To represent Pilkington Family Trusts on external bodies as and when required.
8. To attend Welfare Officer Meetings and any appropriate training activities.
9. To arrange and attend various pensioners' activities including lunches, outings and self-help group functions.