

Bassetlaw

ACTION

Centre



Job pack Supported Independent Living Service Triage Advisor

BASSETLAW ACTION CENTRE

“Making a difference throughout Bassetlaw”

**Bassetlaw Action Centre
Canal Street
Retford
DN22 6EZ**

Telephone: 01777 709650

Email: enquiries@actioncentre.org.uk

Website: www.bassetlawactioncentre.org.uk





The Role

It is anticipated that the Triage role will be mainly office based but will include surgeries in various locations throughout Bassetlaw. Therefore a driving licence and access to a vehicle is required for this role.

The Triage role is expected to be the first point of contact for the team and will include the recording of sensitive information and the upkeep of client files and providing admin support to the team. This will also include monitoring of the project and the production of case studies. Therefore excellent IT and admin skills are also required for this role.

In addition to the administrative support to the team it is also anticipated that the Triage post will support outreach surgeries throughout the district. There may also be a requirement for attendance at groups and occasional home visits.

The Supported Independent Living Service (SILS) aims to promote the independence of vulnerable and older people throughout Bassetlaw with a package of support to enable people to live in their own homes for longer. The package of support may include:

- Financial support including welfare benefits advice, form filling, budgeting support etc.**
- Support for loneliness/isolation including befriending services, signposting to groups/clubs and transport options.**
- Referrals to voluntary & statutory organisations for any further needs.**



Job Details

Job title

**Supported Independent Living
Service Triage Advisor**

Location

**Bassetlaw Action Centre, Canal
Street, Retford. DN22 6EZ**

Hours

**35 hours per week - 8:45am-4:15pm
Monday to Friday**

Salary

£12.87 per hour

Contract type

Permanent

Start date

ASAP

DBS

Is required for this post

Closing date

Wednesday 15th April 2026

Interview date(s)

TBC

**To apply for this post please visit our
website:**

**www.bassetlawactioncentre.org.uk
to access an application form.**





**Annual entitlement of 28 days of paid leave
(inclusive of Bank Holidays)**



Flexible working



Hybrid working where possible



**In depth and ongoing training to thrive and
develop in role**



Annual leave purchase scheme



Paid mileage



Access to Charity Workers Discounts



Company pension contributions



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About Us

Bassetlaw Action Centre is a community resource agency offering help and support to individuals and organisations throughout Bassetlaw; promoting the independence of older and vulnerable people and supporting individuals with long term conditions.

This role sits in the Supported Independent Living Team which consists of two Independent Living Advisors and a team manager in addition to the Triage role.

The Bassetlaw Action Centre has several workstreams including community transport, befriending, housing and benefits advice, practical help in the home through the Home Support Service, walking groups, digital literacy support, staying well programmes which is a 6 week self management programme for people with long term conditions and a supported hospital discharge service which aims to support people on discharge from hospital.

The new Supported Independent Living Service, launched on 1st May 2024 has secured 5 years of funding from The National Lottery Community Fund.





Job Description

To give housing advice to individuals. This will involve setting out a range of options for clients to consider to meet their existing and future housing needs. The range of options will include considering adaptations being made to an existing property or a move to more suitable accommodation.

To give money advice to individuals to support their independent living. This may include identifying debts, maximising on welfare benefit applications or providing budgetary advice/support.

To offer practical help and assistance when required to those individuals moving to more suitable accommodation. This may include arranging valuations of an existing property, sourcing removals, signposting to decorators/carpet fitters etc.

To support and promote the menu of befriending services available and develop new opportunities with the team.

To promote a positive image of the Bassetlaw Action Centre and the community and voluntary sector.

To contribute relevant information on vulnerable and older people's issues to the staff team and to the annual report.

Monitoring of the Project through maintenance of records and production of the relevant statistics and reports as required by the Bassetlaw Action Centre Executive Committee and funders.

To provide information and articles for Bassetlaw Action Centre publications and support for events as required.

To attend meetings to represent the Bassetlaw Action Centre team when required.

Other Duties may be required.

Person Specification

Experience of/willingness to work as part of a small team.

Ability to communicate both orally and in writing.

Have knowledge/experience of using IT systems.

Have knowledge/experience of setting up/using spreadsheets.

Have clerical/administrative skills.

Able to work using their own initiative/ be able to organise themselves/their work load.

Have an understanding/knowledge of the local community/ voluntary sector.

Be willing to work with older and Vulnerable people throughout Bassetlaw

Being a responsible person and flexible to meet the needs of the organisation.

Have knowledge of the welfare benefits system.

Have a comprehensive knowledge of energy advice.



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A person wearing a grey sweater is holding a dark grey chalkboard sign with the word "Welcome!" written in white chalk. The sign is held in front of a blurred background of a modern building with large windows and balconies.

Welcome!

**We look forward to
hearing from you!**

If you have any questions about the role, you can contact Lynn Tupling our Chief Executive, by emailing: ltupling@actioncentre.org.uk