

Job Description

Information & Advice Adviser

Hours of work: 30 hours a week

Salary: £21,949.20

Location: Hybrid

About the role

This role joins an experienced advice team which hybrid work. You will work flexibly providing information and advice, including casework. This will involve some office based working (at least one day a week) , working from home, and visiting individuals in their homes. Home visiting will be focused in North Norfolk, so someone located in this area but happy to travel to our office once a week in Norwich is ideal. Expenses are reimbursed.

You will build trusted relationships and work with our existing experienced team and partner agencies to support clients in a holistic way that promotes independence and wellbeing delivering information and accredited advice. Whilst this role will cover all areas of advice provision, there will be an emphasis on Welfare Benefits.

You will refer to additional advice services where internal support is not able to provide relevant support. You will work alongside partner agencies within a Proactive Intervention and Prevention Programme, as well as other initiatives, to develop a preventative and sustainable approach. The support provided will be time focussed and time limited.

Detailed duties and responsibilities:

- To provide information and advice to older people, their carers and professionals, by a variety of means including telephone, face to face, written, outreach appointments and I.T communication. This will include enabling older people and their carers to claim benefits as appropriate by assisting with benefit entitlement, application form completion and any follow up work as required. Alongside this providing information and advice on other advice topics will also be required including community care, legal etc.

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- To use approved and relevant resources to support the information and advice given.
- Establish relationships and build rapport and trust with individuals referred or otherwise identified for the service and support and encourage them to articulate their desired outcomes.
- Carry out structured check-ins and follow up work as required identifying any unmet needs or regression and supporting re-engagement where appropriate.
- To maintain accurate records in accordance with audit procedures and funder requirement.
- Gather and collate information, including case studies, in a prescribed format, in order to demonstrate the impact of our work.
- Provide support and training to the I&A service volunteers contributing to their experience, this will include the review of their work, ensuring any feedback is given in an appropriate format.
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- To attend feedback meetings to review and feedback cases and incorporate learning into practice.
- Work alongside statutory and VCSE services and build strong relationships to coordinate person-centred support for clients.
- Working with the team to ensure the effective and efficient use and support of volunteers in your area. It is expected that the service will actively encourage older people to become volunteers.
- Contribute to local community development by identifying gaps in services, suggesting new or improved activities.
- To promote the Service by ways of talks, presentations, articles and interviews.



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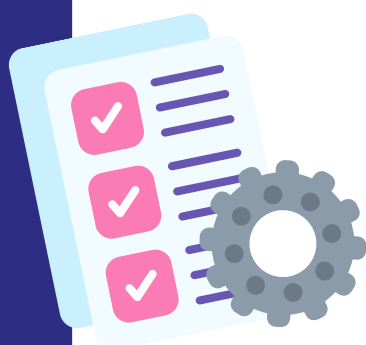
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General:

- To act as an ambassador for Age UK Norfolk.
- To participate in the appraisal scheme and undertake training appropriate to the development of your job role and in line the Organisation's statutory obligations.
- To work to the agreed standards and policies of the Organisation
- To carry out other duties that are consistent with the duties and responsibilities of the post.

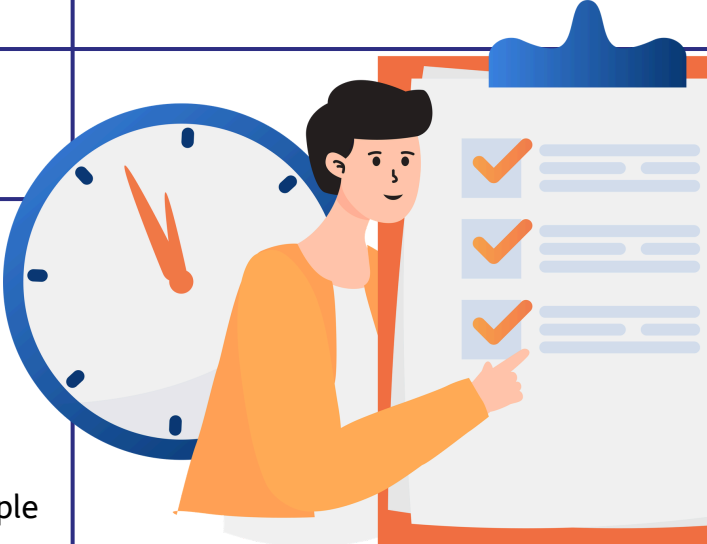
Person Specification

Essential Criteria	Desirable Criteria
<p>Education and Experience</p> <ul style="list-style-type: none"> • A high level of written and verbal English and Maths • The post holder will have experience of dealing with people who have more complicated life challenges • A good understanding of the needs and issues affecting Older People from a wide range of backgrounds and communities. 	<ul style="list-style-type: none"> • Previous experience of working with older people • Previous experience of working with vulnerable people of any age • Experience of working with people (in a professional or personal context) to Advocate for their views and wishes and get their voice heard. • Managed or supported volunteers • Experience of Social care and/or Welfare Benefits. • Experience in an advisory service preferably working directly with older people. • Knowledge of the Advice Quality Standard and the importance of proving accredited advice.



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Essential Criteria	Desirable Criteria
<p>Key skills and abilities</p>	
<ul style="list-style-type: none"> • Excellent Communication skills with a proven ability to communication with older people who have communication barriers. • Ability to prioritise and plan work; take responsibility in decision making, be very well organised and work independently to meet deadlines. • Ability to be solution focussed when encountering obstacles as part of day-to-day work. • Ability to work under pressure. • Ability to use Microsoft packages e.g. word, Outlook and basic database systems. 	
<p>Personal Attributes</p>	
<ul style="list-style-type: none"> • Good listening • Flexible approach • Committed to working with older vulnerable people • Empathetic • Self-motivated • Passion to support vulnerable people 	

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Essential Criteria	Desirable Criteria
<p>Other Requirements</p> <ul style="list-style-type: none"> • This post is classed as having a high degree of contact with vulnerable adults and is exempt from the rehabilitation of offenders' act 1974. As a regulated activity, an enhanced disclosure will be sought through the Disclosure and Barring Service as part of Age UK Norfolk employment checks. • Ability to travel independently across North Norfolk. Expenses reimbursed • The post holder will work flexibly across the North Norfolk District, but some flexibility may be required. • The working environment may at times be challenging and varied so flexibility is very important. • The post holder must be aware of, support and promote Equality and Diversity in all its forms and ensure that beneficiaries have equality of access to opportunities to participate. 	

How to apply

To apply for this role, please complete the application form on our [website](#) and email it to:
humanresources@ageuknorfolk.org.uk

**APPLY
NOW**