**Age UK Leeds**

**Job Description**

**Job Title:** Senior Advice Worker

**Accountable to:** Operations Director

**Responsible for:** Volunteers

**Location:** Bradbury Building, Leeds

**Hours:** 37 hours per week

**Job Purpose:**

To oversee the services to older people approaching Age UK Leeds for advice, and to ensure that they are provided with an appropriate service in-house, or suitably referred on.

To ensure the effective and efficient operation of the advice service and that the Age UK Leeds Advice service provides a consistently high quality service and is supported by effective monitoring of outcomes.

To provide a high-quality advice for older people and their carers. Maintaining up-to-date files and records of interviews in line with the I&A Quality Programme benchmarks and the Advice Quality Standard.

**Main Duties and Responsibilities:**

**Advice**

* To provide an advice service to older people and their carers via telephone, face to face appointments, email and outreach sessions.
* To negotiate on behalf of clients, ensuring that the client’s best interests are represented.
* To liaise with outside agencies including Social Services and Department for Works and Pensions on behalf of clients and for the purpose of establishing close working links.
* To keep informed of developments in benefits, community care, housing options and other issues relating to older people, including attendance at training and updating events, and to ensure that the team is appropriately informed.
* To keep up to date with relevant projects and services available for older people.

**Quality**

* To ensure that the post holder, advice team and other relevant staff from other teams work to sound professional standards that meet the Age UK I&A Quality Programme benchmarks, and thus conform to the requirements of the Advice Quality Standard, and Age UK policies and procedures.
* To ensure that, at all times, team members adhere to the principles of good customer care, ensuring that feedback from clients is received, analysed and considered on a regular basis, and to be involved in arranging more formal service evaluations.
* To be responsible for compiling and presenting reports (statistical and narrative) for internal and external reporting purposes as required, making use of IT and attending monitoring meetings.
* To ensure that records are maintained to meet quality standards and in accordance with the Data Protection Act.
* To carry out regular internal case file checks and external peer file checks as required.

**Coordination of Volunteers**

* To develop the role of volunteers involved in delivery of the advice services, and provide training, supervision and case file checking for volunteers.
* To arrange and facilitate regular team meetings.

**Development work and social policy**

* To develop services in response to feedback, unmet need, social policy and best practice changes. This may include partnership work with other agencies and/or developing project proposals.
* To support the development of funding proposals / business cases.
* To support the take up of policy issues with Age UK partners in order to improve services for older people via liaison and campaigns. This may be locally, regionally or nationally.

**Public relations**

* To give talks and presentations to statutory and voluntary agencies and groups to promote Information & Advice and more generally the profile of Age UK Leeds.
* To represent Age UK Leeds at meetings and conferences as appropriate.

**General requirements**

* To attend staff meetings and join working parties and project groups as appropriate.
* To look for ways to improve service delivery within the constraint of resources available.
* To engage in supervision and undertake appraisals.
* To implement Age UK's Equality and Diversity Policy and ensure that equality and diversity principles are incorporated into the planning, delivery and monitoring of services.
* To work within core policies such as confidentiality and quality.

***No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and the status of the post within the organisation.***