



JOB DESCRIPTION

Job Title:	Information and Advice Worker – Moving Forward with Confidence Project
Hours of Work:	30 hours a week
Accountable to:	Head of Information
Job Purpose:	To provide tailored and holistic information and advice to older people, living locally, as part of the Moving Forward with Confidence Project. This will cover welfare benefits, adult social care provision, charitable grants, housing and local services.

MAJOR DUTIES

1. To provide holistic, in depth, comprehensive, responsive, tailored and personalised high-quality information, advice and support to older people.
2. To offer support with complex, life changing or multi-faceted issues and where older people are facing either unexpected or crisis situations.
3. To work alongside the older person until both the presenting problems and associated issues are resolved, which could include ensuring income levels are maximised; housing issues resolved; facilitating access to adult social care; making applications for charitable grants and providing support following a bereavement or deterioration of long-term health conditions.
4. Respond to individuals by telephone or in person to establish the nature of the Problem or enquiry and where appropriate explore the wider context of their circumstances.
5. Identify and research information relevant to the individual's situation, drawing on available resources.
6. Present and discuss information with the individual in an accessible format, enabling them to identify suitable solution to the issues they are facing.
7. To keep up to date information, records and case files using our Charity Log data base.

8. To liaise with colleagues from the Befriending element of the Moving Forward with Confidence Project and staff from both within Age UK Leicester Shire & Rutland and external agencies.
9. Complete application forms for benefits, such as Carers Allowance, Attendance Allowance, Personal Independence Payments, Housing Benefit, Council Tax Reduction, Universal Credit and Pension Credit.
10. Undertake benefit checks and complete other forms as required.
11. Where required attend appointments with the older person with, for example, the local authority, Department for Work and Pensions and other agencies, to ensure they are engaging with the agency and understand the issues they are facing.
12. Support older people to understand any paperwork or letters they have received pertaining to their situation.
13. Assist the Information and Advice Service in the updating of information and resources.
14. Facilitate the booking of appointments for both face-to-face appointments and home visits.
15. To undertake training and development initiatives as required.
16. To undertake outreach and advice session as required.
17. Where appropriate and with the client's consent, act on their behalf and represent their interests with third parties by letter, telephone or in person.
18. To ensure that all enquiries are recorded, and actions tracked in accordance with key dates.
19. Inform individuals about other services that may be available to them and how they can be accessed.
20. Where appropriate refer or signpost individuals or their carers to other agencies and sources of help.

Health and Safety

1. To become familiar with all policies and practical implementation regarding Health and Safety, including manual handling, GDPR, Equality and Diversity, Dementia, Safeguarding, accident reporting and fire procedures.
2. To undertake essential training as required.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____