

PERSON SPECIFICATION

POST: Information and Advice Worker – Moving Forward with Confidence Project

Please ensure that you show **how** you meet the following requirements when Completing your application form

ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT
QUALIFICATIONS AND KNOWLEDGE	
1. Educated to degree level or equivalent vocational experience within a health/ social care or advice setting.	Application/Interview
2. Ability to demonstrate an excellent, in depth and up to date understanding and working knowledge of welfare benefits and entitlements; health; housing; Care Act 2014; Adult Social Care and local services.	Application/Interview
3. Experience of working with older people, carers and the issues they face particularly in relation to welfare benefits, accessing support from statutory agencies and housing.	Application/Interview
4. Experience of working within and implementing policies and practices relating to referral systems and procedures.	Application/Interview
5. Ability to work with an empathetic approach that demonstrates a commitment to person centred planning and strength-based approaches.	Application/Interview
6. Extensive experience of providing information and advice and welfare rights support/completion of forms.	Application/Interview
7. Excellent knowledge of services provided locally.	Application/Interview
8. Ability to gain knowledge of and liaise with, local organisations and specialist agencies including community groups	Application/Interview
9. Ability to keep accurate records on Charitylog and information required for monitoring purposes and experience of referral systems	Application/Interview
10. Good presentation skills	Application/Interview
11. Experience of recruiting and working with volunteers	Application/Interview
12. Ability to work effectively with colleagues from the Befriending element of the Moving Forward with Confidence Project.	Application/Interview
SKILLS AND ABILITIES	

1. Ability to organise and prioritise workloads for both self and volunteers	Application/Interview
2. Excellent communication and interpersonal skills and ability to present information clearly both verbally and in written format.	Application/Interview
3. Ability to deal with challenging and sometimes distressing situations.	Application/Interview
4. Ability to complete welfare benefit and other forms.	Application/Interview
5. Experience of using data-based quantitative and qualitative monitoring systems and achieving key dates.	Application/Interview
6. Experience of evaluating and distributing information in a sensitive manner.	Application/Interview
7. Understanding of the need to maintain confidentiality under data protection legislation.	Application/Interview
OTHER CRITERIA	Application/Interview
1. Ability to meet the specified hours for the post	Application/Interview
2. Full UK driving licence and able to obtain business use insurance	Application/Interview
3. Awareness of the ethos and work of Age UK Leicester Shire & Rutland and its commitment to Equality and Diversity	Application/Interview

July 2025