

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Job Title:** | Information & Advice Advisor |
| **Reporting to (Job Title):** | Information & Advice Manager |
| **Salary** | Up to £24,000 per annum, FTE, depending on experience |
| **Hours** | 35 |
| **Contract Type** | Permanent |
| **Working with** | I&A manager, volunteers and admin team |
| **Brief overview of the**  **Position:** | As an Information & Advice Advisor, you will play a vital role in delivering support to older individuals, both over the phone and in face-to-face interactions. This includes occasional home visits for housebound service users. You will be based at our main office at College House in Barrow, with occasional attendance at Community Outreach sessions to promote our services. |
| **Main duties and**  **Responsibilities:** | * To provide in depth, comprehensive, responsive, tailored and personalised high-quality information, advice and support to older people. * To offer support with complex, life changing or multi-faceted issues, where older people are facing either unexpected or crisis situations. * To work alongside the service user until both the presenting problems and associated issues are resolved. This could include facilitating access to adult social care, primary and secondary healthcare, welfare benefits, applying for charitable grants and providing support following a bereavement or deterioration in health. * 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. * Identify and research information relevant to the individual’s situation, drawing on available resources. * Present and discuss information with the individual in an accessible format, enabling them to participate in identifying a suitable solution to the issues they are facing. * To keep up to date information, records and case files using our Charity Log data base. * Complete forms as required, for example Blue Badge applications and benefits, such as Carers Allowance and Attendance Allowance. * Support older people to understand any paperwork, including household bills or letters they have received pertaining to their situation. * Assist the Information and Advice Service in the updating of information and resources. * To undertake training and development initiatives as required. * To undertake outreach and advice session as required. * 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. * To ensure that all enquiries are recorded, and actions tracked in accordance with key dates. * Inform individuals about other services that may be available to them and how they can be accessed. * Where appropriate refer or signpost individuals or their carers (with beneficiary) to other agencies and sources of help. * To support volunteers to assist with the delivery of support, information and advice, including telephone support and form filling * To be involved in training volunteers, where appropriate. |
| **Accountable for:** | * Supporting the Information 7 advice manager by providing up to date and timely status reports in service delivery * Providing administration support to the Information and Advice team * Signposting enquirers to the appropriate service, and addressing queries where appropriate * Ensuring the service and support offered meets its responsibilities under Age UK Barrow and District policies, procedures and operational standards and national standards and initiatives as appropriate * Ensuring that standards of Information Governance are maintained. |
| **Summary of key**  **attributes & Qualifications**  **for role:** | * A confident communicator with the ability to talk to groups of people in informal and semi-formal settings * Able to work as part of a team * Full driving licence and use of a car * Competent in the use of IT systems and Programmes, including Microsoft office Excel and Word, CRM systems (such as Charity Log) * Ability to remain calm and take a problem-solving approach to address challenges * Excellent time management ability, and capable of prioritising to work to deadlines |
| **Main KPI’s /**  **performance measured**  **against:** | * Regular review and accurate reporting on targets using CRM system in line with funder and organisational requirements. * Effective use of resources including IT systems and Programmes * Compliance with personal mandatory training. |
| **Generic Clauses:** | 1. To comply in all aspects with Age UK Barrow and District policies. 2. To participate and contribute generally to Age UK Barrow and District activities, attending meetings, training courses etc. as required. |
| **Flexibility Clauses:** | * The nature of this post will require flexibility to meet urgent needs as they arise, this may entail occasional weekend or evening work. * This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the service, and in keeping with the general profile of the post. |

**Age UK Barrow and District – Core Workplace Values**

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| **Our core workplace values** | **How do we demonstrate these values in the workplace?** |
| **Empowerment** | * *We value leaders and managers who can confidently and appropriately delegate to their teams and by doing so encourage fairness, responsibility and trust within their teams.* * *We value honest and transparent leadership where team members can communicate openly and constructively for the benefit of our organisation.* * *We value individuals who welcome the opportunity to be empowered by engaging in training, sharing their skills and in doing so taking responsibility for their contribution, performance and their own development.* * *We value individuals who work for the benefit of the team, showing support, offering help, acting co-operatively and encouraging others to work together.* |
| **Commitment** | * *We value those who show commitment by being positive about and supportive of the organisation, its vision, mission and ambitions; those who embrace change, are flexible and consistently deliver over and above expectations.* * *We value team members who consistently adhere to the organisations processes and systems and support others to do so.* * *We recognise the importance of maintaining a work/life balance and value those who recognise that commitment and a work/life balance are mutually compatible. Equally we value our colleagues who support others to maintain this balance.* |
| **Innovation** | * *We value and reward those progressive team members who strive to improve the quality and efficiency of our work through being solution focused.* * *We embrace new ideas, valuing and recognising individuals who contribute to generating and developing them for the benefit of the Charity and our customers.* |
| **Responsibility** | * *We value those who take responsibility and are accountable for their actions individually and within teams.* * *In turn we value leaders and managers who consistently encourage a culture of openness to enable their teams to take responsibility.* * *We value those who learn from their mistakes and share their learning with others; those who recognise their own responsibility for delivering our shared ambitions and their individual targets within these will thrive at Age UK Barrow and District.* |

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| **Age UK Barrow and District - Person Specification** | **Essential** | **Desirable** | **Assessed by** | | | |
|  | Application Form | Assessment Centre | Presentation | Interview |
| **General Administration & Reception** | | | | | | |
| **Experience** | | | | | | |
| Working in a fast paced reception environment | ✓ |  |  |  |  |  |
| Working with older people in community settings | ✓ |  | ✓ |  |  | ✓ |
| Successfully working to and meeting targets | ✓ |  | ✓ |  |  | ✓ |
| Producing and submitting reports to deadlines | ✓ |  | ✓ |  |  | ✓ |
| Client Relationship Management (CRM) experience and experience of data collection and maintenance of accurate records |  | ✓ | ✓ |  |  | ✓ |
| Experience of working to requirements of grant funded projects |  | ✓ | ✓ |  |  | ✓ |
| Partnership working with volunteers and community groups and third sector organisations |  | ✓ | ✓ |  |  | ✓ |
| Signposting and referring to internal services and external partner organisations |  | ✓ | ✓ |  |  | ✓ |
| Experience of managing own workload | ✓ |  | ✓ |  |  | ✓ |
| Experience working with protected characteristics groups |  | ✓ | ✓ |  |  | ✓ |
| **Knowledge** | | | | | | |
| Understanding the principles of the link between social isolation and wellbeing for older people and the needs of older people (50+) | ✓ |  | ✓ |  |  | ✓ |
| Local knowledge of existing services and groups |  | ✓ | ✓ |  |  | ✓ |
| **Skills** | | | | | | |
| Effective interpersonal and communication skills and the ability to work with a wider range of people | ✓ |  | ✓ |  |  | ✓ |
| Competent administration skills (typing and reporting) | ✓ |  | ✓ |  |  | ✓ |
| Communicate clearly | ✓ |  | ✓ |  |  | ✓ |
| Strong team player with the ability to work proactively and on own initiate and to support team members | ✓ |  | ✓ |  |  | ✓ |
| Develop collaborative working relationship with group leaders, representatives of other organisations, networking skills | ✓ |  | ✓ |  |  | ✓ |
| Work to high standards and act as an effective ambassador for Age UK Barrow and District. | ✓ |  | ✓ |  |  | ✓ |
| Self-motivated and enthusiastic | ✓ |  | ✓ |  |  | ✓ |
| **Other Requirements** | | | | | | |
| Excellent IT skills, able to work well with Word, Excel, and CRM databases as well as social media | ✓ |  | ✓ |  |  | ✓ |