

JOB DESCRIPTION

Job Title: Information & Advice Officer
Responsible to: Information & Advice Manager

Hours/Salary: 20 Hours Per Week
£12.58/hour + benefits

Description of Service

Age UK Birmingham & Sandwell is a dynamic and expanding charity that provides a range of services and programmes for people aged 50 and over to meet our strategic objectives.

The service provides a wide range of information and advice to people aged 50+ across Birmingham and Sandwell. The provision of accurate and up to date information and advice is the cornerstone of our services as it is essential that older people have good quality accurate information to make informed choices.

There is a high level of demand for this service which is delivered by our dedicated team of staff and volunteers through multiple channels (telephone, email, office and community-based venues).

Therefore, we are looking to recruit and develop a skilled advice officer to meet this demand within a quality assured service.

Job Purpose

As a member of the advice team, you will provide a high quality and responsive information and advice to older people across Birmingham and Sandwell.

Principal Duties:

- Deliver information and advice to clients via telephone, face to face appointments, outreach sessions and via email.
- Providing high quality information and advice (generalist help level) to callers in housing, social care, welfare benefits, consumer issues, health and activities, groups and other support with day-to-day problems
- Contribute to the achievement of team targets.
- Keep up to date knowledge of Age UK Birmingham & Sandwell's full range of services including paid for services
- Maintain up to date knowledge of developments in benefits, community care, housing options and other issues relating to older people

- Negotiate on behalf of customers, ensuring that their best interests are represented.
- Ensure service provision and case recording meets identified quality standards
- Maintain case and data records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Provide case studies for funders and board reports
- Work within Age UK Birmingham & Sandwell's policies and procedures
- Represent Age UK Birmingham & Sandwell at events and activities as necessary
- Provide cover for other members of the team when necessary.

Other duties

- To actively uphold Age UK Birmingham's Equality and Diversity Policy.
- To abide by Health and Safety guidelines and share the responsibility for their own safety and that of colleagues.
- Ensure all relevant policies and procedures are followed when giving advice by whichever method.
- To attend training courses as appropriate.
- To attend and contribute to team meetings.
- To participate in events to promote the service and the organisation.
- Be responsible for own administration duties.
- To undertake other duties as directed by the Line Manager and to ensure the smooth running of the service.

PERSON SPECIFICATION

Experience and Knowledge:

- An understanding of the information and advice needs of older people
- Knowledge of support, services and resources available to older people
- An understanding of the welfare benefits system, housing and adult social care system in relation to older people
- Experience of providing welfare benefits information and advice
- Experience of working with and liaising with other statutory and voluntary agencies
- Proven experience of and commitment to working within an equal opportunities' framework

Personal Skills and Attributes:

- Excellent planning and organisational skills
- Ability to work to targets and outputs to achieve funding contract requirements.
- Excellent team working skills with the ability to use own initiative.

- Effective IT skills e.g. Word, Excel, inputting and retrieving information from data bases, internet research
- Excellent inter-personal skills with the ability to listen and work effectively with people from different backgrounds and communities
- Excellent written and verbal communication
- Good administrative skills and the ability to manage own workload

Other Requirements:

- Flexible and willing to work in community venues
- Access to own transport and willingness to travel
- Commitment to incorporating Equal Opportunities principles into all aspects of work.

Education and Qualifications:

Essential:

- Educated to A Level standard or equivalent experience
- Evidence of training appropriate to the post

Legal requirements:

- Enhanced DBS check
- Driving licence