

JOB DESCRIPTION

Job Title:	Information and Advice Community Officer
Responsible to:	Information and Advice Manager
Location:	Head Office, Birmingham
Contract Type:	Permanent
Hours:	25 hours/ week (0.7 FTE)
Salary:	£25,185 per annum pro rata + benefits

Job Purpose

We are pleased to announce an exciting opportunity for an enthusiastic and committed individual to join a vital project that offers continuous, person-centred information, advice and guidance to support older adults aged 65+ with varying needs.

This role is essential in helping clients maintain stable accommodation, improve their health and wellbeing and maximise their income, thereby reducing the need for crisis intervention. The role involves working closely with clients through multiple channels (telephone, email, in-person and within the community) to develop action plans that address practical needs, helping them access essential resources and networks in their communities, such as benefits, debt advice and housing services.

Key Responsibilities:

- Conduct initial assessments to determine client needs and create individualised support plans that promote practical solutions for independent living.
- Offer expert advice and guidance on a range of issues, including housing, benefits, debt, employment, and health services.
- Collaborate with a broader team through a multi-agency approach, working with local organisations to raise awareness of our services and strengthen community support offerings.
- Support clients in accessing additional appropriate services, adopting a holistic approach to wellbeing, such as connecting them with local activities or groups.
- Contribute to the development of service pathways and partnerships to improve support for vulnerable adults.

- Negotiate on behalf of customers, ensuring that their best interests are represented.
- Stay updated on developments in benefits, community care, housing options and other issues relating to older people.
- Maintain case and data records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation, in line with confidentiality guidelines and GDPR
- Ensure service provisions and case recordings meet identified quality standards
- Contribute to project KPIs and reporting
- Represent Age UK Birmingham at events and activities as necessary
- Carry out any other duties that may reasonably be required in line with main duties

Please note: This role is subject to an enhanced DBS check and the right to work in the UK.

PERSON SPECIFICATION

Essential	
1	An understanding of the issues affecting people aged 50+, e.g. welfare benefits, housing and health and social care
2	Knowledge of support, services and resources available to people aged 50+
3	Excellent planning and organisational skills and the ability to manage own workload
4	Ability to work to targets and outputs to achieve funding contract requirements.
5	Excellent written and verbal communication
6	Excellent team working skills with the ability to use own initiative.
7	Excellent inter-personal skills with the ability to listen and work effectively with people from different backgrounds and communities
8	Effective IT skills e.g. Word, Excel, inputting and retrieving information from data bases
9	Flexibility and willingness to travel across Birmingham (own or public transport)
10	Commitment to Equality, Diversity and Inclusion
Desirable	
1	Experience of providing welfare benefits information and advice
2	Experience of working in a third sector organisation
3	Experience of working with and liaising with other statutory and voluntary agencies
4	Level 2 or Level 3 qualification in Information, Advice and Guidance
5	Level 2 or Level 3 qualification in Customer Service Skills (or equivalent training)