

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Information and Advice Officer Sandwell</b>
Responsible to:	Information and Advice Manager
Location:	Head Office, Age UK Birmingham/ outreach in Sandwell
Contract Type:	Fixed-term contract until 30 September 2026
Hours:	18 hours/ week (0.49 FTE)
Salary:	£25,185 per annum pro rata + benefits

### **Job Purpose**

The role will provide information and advice with case work, to adults aged 50+ and their families and carers, in a wide field of subjects, including welfare benefits, housing, health, community care, and local services across Sandwell. We anticipate that the role will deliver support face to face at our Sandwell locations, in client's homes, on the phone and by email.

### **Principal Duties:**

- Deliver information and advice to clients via telephone, face to face appointments, outreach sessions and via email
- Provide high quality information and advice on housing, social care, welfare benefits, consumer issues, health and activities, and support available
- Maintain up-to-date knowledge of developments in benefits, community care, housing options and other issues relating to older people
- Negotiate on behalf of clients, ensuring that their best interests are represented
- Ensure service provision and case recording meets identified quality standards
- Contribute to project KPIs and reporting
- 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
- Represent Age UK Birmingham & Sandwell at events and activities as necessary
- Attend training courses as appropriate
- Undertake any other duties commensurate to the post not specifically mentioned in this job description.

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

## **PERSON SPECIFICATION**

<b>Essential</b>	
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 Sandwell (own or public transport)
10	Commitment to Equality, Diversity and Inclusion
<b>Desirable</b>	
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)