

JOB DESCRIPTION

Job title: Darwen Advice & Information Officer

Location: Darwen Town Hall, Darwen

Responsible to: Advice & Information Manager

Responsible for: Volunteers based at the Darwen office

Role:

1. Manage the delivery of the Advice & Information office in Darwen
2. Promote our services for older people in Darwen

MAIN DUTIES & RESPONSIBILITIES

1. Take day-to-day responsibility for the effective and efficient management and operation of the office in Darwen, ensuring that the services provided comply with all the organisational and service policies, standards and quality systems
2. Provide excellent customer service at all times, dealing with enquirers, impartially and confidentially in person, on the telephone and via written and digital communication
3. Provide advice and information including a case work service, on a range of issues including welfare benefits, care issues and local services both office based and via home visits. This will include form filling both digitally online and manually.
4. In conjunction with other staff deliver outreach promotional activity to market our services across Darwen and the surrounding areas
7. Act as line manager to the volunteers based at the office providing ongoing support and supervision, and work with relevant staff to recruit volunteers to maintain sufficient cover at all times
8. Assess the training needs of volunteers, and assist with the organisation and the delivery of this training
9. Operate and maintain administrative and financial systems including the organisation's customer database and ensuring that all organisational procedures are adhered to
10. Play an active role in the Advice and Information team and input into the continued development of this service, including providing cover at the Blackburn office as required

11. Be responsible for the upkeep, cleanliness and security of the office and its equipment, complying with all organisational policies and procedures at all times, and acting as key holder and First Aider in conjunction with the Town Hall staff. Ensure all Town Hall premises systems are maintained
12. Be responsible for maintaining adequate supplies of leaflets, information factsheets, stationery etc.
13. Maintain and be responsible for the operation of agreed recording and monitoring systems which enable the work of the service to be monitored and evaluated and to satisfy the requirements of funded programmes
14. Produce regular statistics and reports and other paperwork as necessary to inform the Chief Executive, the Charity Board of Trustees, funders and other interested parties regarding the services in Darwen

GENERAL RESPONSIBILITIES

1. Comply with all organisational policies and procedures, including Health & Safety, Confidentiality, Equal Opportunities and Financial Procedures
2. Participate in the organisation's promotional and social events, working with the Chief Executive and other members of staff to fundraise to ensure the continuity of the organisation and its services
3. Perform other tasks associated with the job description as delegated by the Advice & Information Manager with due regard to the skills of the Darwen Advice & Information Officer
4. Undertake any training as deemed necessary for the role

FLEXIBILITY CLAUSES

1. The nature of this post will require flexibility to meet urgent work needs as they arise. This will inevitably entail some occasional weekend or evening work.
2. The 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 organisation, and in keeping with the general profile of the post.

Last Reviewed March 2021

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