

Age UK Bournemouth Poole & East Dorset Job Description

POST TITLE:	Information & Advice Officer
SALARY:	£6934 pa actual £18327 FTE- pay review pending
HOURS:	14 per week
DAYS OF WORKING:	Monday & Tuesday <i>or</i> Thursday & Friday
RESPONSIBLE TO:	Senior Information & Advice worker, Head of Information & Operations, ultimately to the Chief Executive and Trustees of Age UK Bournemouth, Poole & East Dorset
PURPOSE:	To provide Information and Advice to older people and/or their carers by telephone, Email and personal contact from our office at 700 Wimborne Road or at our Information hub at Ferndown and outreach service.

Main Tasks

1. To answer the telephone, refer/transfer to the appropriate person or take a message and notify via email.
2. To provide a holistic, person centred approach to enquiries, by talking to clients by telephone or calling in person and exploring the nature of the problem raised by the person and, where appropriate, their wider circumstances.
3. To enter all client details onto Charity Log, maintaining case records.
4. Identify and research information relevant to the users' situation, drawing on information resources available.
5. Present and discuss information with the client in an accessible form enabling them to identify a suitable solution and where appropriate, refer to partner agencies as a sources of help.
6. Where appropriate and at the client's request, to act on their behalf and represent their interests with third parties by letter, telephone or in person – in line with current legislation and good practice.
7. To instigate follow up discussions with clients whose history suggests underlying issues
8. To actively participate in local and national campaigns as agreed with the manager/chief Executive.
9. Participate in training sessions and meetings as necessary, including events held regionally and nationally.
10. Keep up to date with relevant laws, policies and procedures – locally and nationally.
11. Keep up-to-date with own knowledge and research new information.
14. Ensure service delivery is in line with relevant quality standards.

General

1. To liaise with other AUK BPED Staff to ensure that clients receive all other necessary services and to work as part of a team with other Age UK BPED staff at other sites.
2. To ensure that AUK BPED policies are adhered too, including Health & Safety, Equal Opportunities and Confidentiality (GDPR /Consent).
3. Liaise with staff in other agencies to receive and signpost appropriate referrals and follow up to gain outcomes.
4. To undertake any other reasonable duties as requested by the Line Manager, Chief Executive or Trustees.
5. Be willing to undertake induction training.

Person Specification

I & A Officer

	Essential	Desirable	Evidenced by
Previous experience of working with older people		X	Application/interview/references
Experience of working with people with dementia		X	Application/interview/references
Excellent oral and communication skills	X		Application/interview/references
Good computer skills/ email/internet etc	X		Application/interview/references
Ability to work alone or as part of a team	X		Application/interview/references
Ability to show empathy with older people and to adapt communication to the needs of the client	X		Application/interview/references
Ability to keep clear and concise written records	X		Application/interview/references
Flexibility	X		Application/interview/references
Good time keeping	X		Application/interview/references
Reliable & honest	X		Application/interview/references
Ability to keep confidentiality	X		Application/interview/references
Willingness to undertake training/train as a specialist advisor	X		Application/interview/references
Understanding the needs of older people	X		Application/interview/references
Ability to gather information about a person's needs and explain potential solutions to them either face to face or over the telephone	X		Application/interview/references
Ability to deal with a number of on-going enquiries at any one time	X		Application/interview/references
CAR DRIVER	X		Application/interview/references
Willingness to work in the community/offsite	X		Application/interview/references