

JOB DESCRIPTION

JOB TITLE: Support Officer (Advocacy)
OFFICE BASE: CCIL, Denton Drive Offices, Northwich
ACCOUNTABLE TO: Senior Advocate
DATE REVIEWED: December 2018

Primary Purpose:

To provide administrative support to the Advocacy Service.

MAIN DUTIES

1. To provide general administrative and clerical assistance to the Age UK Cheshire Advocacy team.
2. To support the triage officers to assess the eligibility of referrals received into the Advocacy service and refer on to the appropriate team member or other service provider.
3. To provide cover to triage when needed.
4. To develop and maintain effective working relationships and referral systems, as appropriate to identified need, with a broad range of service providers both internally and externally who deliver services to clients.
5. To take and deal with telephone and other messages for all of the team. To liaise with Age UK Cheshire's staff and volunteers, other professionals and members of the public, as necessary. This can include sensitive case handling where a basic knowledge of advocacy and relevant legislation is required.
6. To help provide enquirers with accurate, up-to-date information taking due consideration of relevant legislation and issues such as confidentiality, data protection and client consent.
7. To ensure that statistics and monitoring requirements for the service and the advocacy partnership are produced in line with contractual requirements.
8. Responsible for liaising with finance and out of area providers and keeping up to date records.
9. To attend advocacy meetings and take minutes as appropriate.
10. To deliver a service that meets Quality Standards defined by Age UK Cheshire, the Advice Quality Standard and in due course the Advocacy Quality Standard.

11. To be conversant with the administrative processes, policies and procedures of Age UK Cheshire and other relevant agencies.
12. To attend training courses, supervision sessions and team meetings as required.
13. To raise the profile of Age UK Cheshire and older people within the voluntary and statutory sector and within the community in general.
14. To maximise and participate in fundraising and trading opportunities.
15. To undertake any other relevant duties as required from time to time by the Chief Executive or management team.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent IT skills, including Microsoft word processing, spreadsheets, internet, databases and email • General understanding of the issues affecting the lives of older people and their carers • Good 'Team Player' willing to be flexible and approachable • Able to set and manage priorities within a busy office environment • Excellent interpersonal skills and the ability to deal sensitively with a variety of contacts • Effective communication skills, both written and oral 	<ul style="list-style-type: none"> • Understanding of the role of Advocacy and relevant legislation • Experience of the voluntary sector and inter-agency working • Understanding of the role of Health and Social Services • Understanding of mental health issues including dementia • Experience of minute taking at meetings

SUPPLEMENTARY INFORMATION SUPPORT OFFICER – ADVOCACY

Age UK Cheshire provides advocacy services to people in Cheshire.

The team consists of the Services Manager, Senior Advocate, Advocates, Triage Officers and Support Officer.

On the job training in order to establish basic advocacy and legislation knowledge will be provided.

Hours: 21.75 hours per week normally worked over 3 days per week, Tuesday, Wednesday and Thursday. Very occasional evening or weekend work to support organisational promotional events or service delivery will be required.

Salary: £9,036.69 per year

Travel: Not a normal requirement of the post.

Holiday Entitlement: Five weeks leave p.a. (excluding Bank Holidays) rising after 5 years continuous service by one day per year (pro rata) to a maximum of 6 weeks leave after 10 years.

Contract: All new staff are subject to a six-month probationary period. Four weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.

Funding: This service maybe subject to a tendering process in May 2019 and if Age UK Cheshire cease being the provider then the role maybe transferred under TUPE to the new provider.

Pension: Age UK Cheshire has an automatic enrolment workplace pension scheme in place for eligible employees.

Health Care: After the 6 months probationary period staff will automatically join the Age UK Cheshire's Health Care Cash Plan and will be entitled to receive healthcare benefits.

Criminal Disclosure: Not applicable for this post.

Age UK Cheshire is a *Mindful Employer* and positive actions will be taken to ensure that people will not be excluded from working for Age UK Cheshire because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.

Closing Date for Applications: 5 pm Wednesday 2nd January 2019

Interview Date: Thursday 10th January (pm) / Friday 11th January (am) 2019

Registered Charity No. 1091608