



JOB DESCRIPTION

JOB TITLE: Information Services Coordinator
LOCATION: Cheshire West and Chester
OFFICE BASE: Ellesmere Port with travel around the locality including Chester
ACCOUNTABLE TO: Information Services Manager
DATE WRITTEN: August 2018

PRIMARY PURPOSE

To work as part of the Charity Services team to develop, sustain and manage the Supporting You and Information and Advice services.

MAIN DUTIES

1. Work with the Information Service Manager to develop and maintain the current service plan of Supporting You and Information and Advice.
2. In conjunction with HR, take overall responsibility for the recruitment of volunteers, including building links with local providers such as Voluntary Action agencies and Colleges.
3. Ensure that records and statistics about the work of the services are maintained. Take responsibility for compiling and returning complete statistical monitoring, evaluation and feedback reports to the Information Services Manager within the required timescales, including Supporting You monitoring, internal monitoring and all Age UK national I&A monitoring.
4. Take on some casework to the agreed standards of the department in order to maintain technical competency.
5. To work with the Information Services Manager on a strategy for the development of information and advice services for older people in Cheshire, including:
 - a. Identifying social policy issues affecting older people
 - b. Identifying changes and trends in issues affecting older people
 - c. Keeping informed of new developments and initiatives locally, regionally and nationally which may affect the work of the projects and disseminating this within the team

- d. Representing the organisation at appropriate meetings and venues, including the Age UK Network meetings.
 - e. Writing reports as required in a timely manner
 - f. Establishing and developing relationships with key partners and agencies
 - g. Monitoring client feedback regarding the quality of service provided
 - h. Promoting and publicising the information and advice service in creative ways to reach older people who may require the service
6. Within service development plans have a clear view of the achievable outcomes for the work (both quantitative and qualitative). Ensure these expectations are reflected in the materials provided to clients and in contract arrangements with funders.
 7. Ensure that the terms of all funding arrangements are completed including the submission of monitoring, activity and evaluation reports, by due dates.
 8. Manage the relationship with funders and partners, in conjunction with the Information Services Manager.
 9. Support the Information Services Manager in maintaining the Independent Advice Quality Mark by ensuring standards are met and policies and procedures are kept up to date. Work to the quality standards currently defined in ISO9001 and Advice Quality Standards mark.
 10. To play a pivotal role in ensuring that project staff, volunteers and older people are kept up-to-date with strategic and operational developments and organisational communications and feeding back their views to senior managers.
 11. Remain up-to-date on the information and advice service provision agenda for older people, knowing about services, gaps in service and to identify any additional funding opportunities within advice service provision in partnership with colleagues.
 12. To respond to enquiries for information by telephone, in writing (including e-mail) and in person from individual members of the public, our staff and volunteers, other professionals and external organisations.
 13. Ensure that all information and advice provided to older people is up-to-date and take overall responsibility for ensuring that the services have available leaflets, factsheets and signposting information.
 14. To ensure that case records and statistics are properly maintained and written and adhere to Age UK Cheshire's policies on confidentiality and client consent and the requirements for Data Protection at all times.
 15. To promote the project strategically and develop effective working relationships with partner organisations such as Clinical Commissioning Groups, Local

Authorities, Public Health, Practice Managers, Corporate Partners, other Voluntary Sector Organisations and most critically older people themselves. Ensure that older people are central to decision-making within the project.

16. Line manage staff performance in all areas of responsibility to achieve expected service outcomes. Monitor staff and volunteer welfare and performance and take action as necessary to enable employees and volunteers to fulfil their roles. Ensure that planned absence is organised to ensure that appropriately trained staff/volunteers are available to provide cover or acceptable alternative arrangements are in place.
17. To attend appropriate training and supervision sessions as required and report regularly to the Information Services Manager according to agreed standards.
18. Ensure that organisational policies and procedures are understood and complied with by all staff and volunteers.
19. To participate in Age UK Cheshire's fundraising, promotional and social events, working with other members of staff and volunteers.
20. To undertake such duties as may, from time to time, be reasonably requested within the flexible definition of this post.

INFORMATION SERVICES COORDINATOR

PERSON SPECIFICATION

Essential Criteria:

- Experience of managing public-facing services
- Direct experience of working within an Information & Advice environment
- Previous line management experience of staff and the ability to lead a team
- Volunteer recruitment, training and retention experience
- Experience of managing and developing projects
- Clear understanding of the issues affecting the lives of older people and their carers
- Clear understanding of the difficulties faced by disadvantaged groups in accessing services
- Good organisational skills including information, resources and time management
- Excellent interpersonal skills
- I.T. Skills including Microsoft word processing, databases, internet and e-mail
- Effective communication skills, both written and oral, including case recording skills and experience of producing written reports
- Ability to travel freely around Cheshire (ideally use of car with business insurance cover)
- An understanding of lone working issues and managing staff within multiple sites

Desirable Criteria:

- Experience of the voluntary sector and inter-agency working
- Understanding of Equality and Diversity legislation
- Experience of working with Community Care issues
- Experience of the welfare benefits system

INFORMATION SERVICES CO-ORDINATOR (Additional Information)

Background

Age UK Cheshire has been providing services for older people since 1983. The Information & Advice service provides an independent, free and confidential service to and for all older people in Cheshire.

This role will have line management responsibility for the team of Supporting You Caseworkers (home visitors) and Admin Support Officer, I&A session supervisor(s), I&A Inclusion Officer, Later Life Goals Advisor plus any volunteers operating within the Supporting You service.

Hours: 25 hours per week to be worked over 4 or 5 days.

Salary: £16,146 per annum for hours worked.

Travel: The nature of the job will require travel across Cheshire and candidates must be able to meet this requirement. Travelling expenses will be paid for travel incurred in the course of duty (mileage paid at Inland Revenue dispensation rate – currently 45p per mile).

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.

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: The post holder will be subject to police checking by the Disclosure and Barring Service (was CRB) Enhanced Disclosure.

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: Expression of interest by no later than 12pm on Friday 19th October 2018