

JOB DESCRIPTION

Post Title: Information & Advice Officer

Reporting Line: Senior Team Leader – Information & Advice Service

Summary of post: The position of Information & Advice Officer will provide free confidential, impartial and independent advice to adults, families and carers across Coventry and Warwickshire. Information and Advice will be provided by telephone, email, face-to-face by office appointments and community venues (in keeping with the demand for the service) and home visits.

Salary:

Hours of work: 30 – 37 hours

Location: Based in Coventry with flexibility to work from home on occasion

Duties and Responsibilities

1. To provide accurate and accessible information and advice to the public working within the framework of Quality Counts standards, Quality of Advice Audit recommendations and agreed performance targets.
2. To create and maintain accurate client records and files on the organizational database and ensure confidentiality of information records in keeping with GDPR.
3. To keep up-to-date with relevant local and national services, policy developments and benefits by reading, accessing internet -based information and attending training.
4. To ensure that information is provided in a form that is readily accessible and understandable to the enquirer.
5. To maintain monitoring and evaluation procedures in order to produce regular reports and statistical returns to the line manager.
6. Provide day-to-day support to I&A volunteers; monitoring advice provided and inform Senior Team Leader of any learning and development needs of volunteers.
7. To identify service improvements from customer feedback and other relevant evidence and recommend these through the line management structure.
8. To develop and maintain effective working relationships with key stakeholders of the organisation, other advice organisations, internal teams, other Age UKs and local third sector and statutory organisations.
9. Contribute to the development of the Information and Advice Service to ensure that the Service responds to the needs of diverse communities throughout Coventry and Warwickshire.
10. Represent AUKC&W at relevant advice forums and networks as required.
11. To participate as a member of the wider AUKC&W team.
12. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.
13. Undertake outreach sessions at Age UK offices/Community venues and home visits throughout Coventry and Warwickshire.

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature.....Date.....

Please print name

Person Specification: Information and Advice Officer

Key: **A** = Application Form **I** = Interview Process

	Essential	Desirable	Tested At
Qualifications			
Good level of Education in English and Maths	✓		A
Qualification or training in advice work, social care or social studies, or 2 years' experience of working in an advice-giving setting.	✓		A
Knowledge and Experience			
Knowledge and understanding of the wide range of issue affecting older people		✓	A/I
Knowledge of welfare benefits and current assessment processes for vulnerable adults and older people.	✓		A/I
Experience of paid or voluntary work with vulnerable adults/older people and their carers.		✓	A/I
Knowledge of current health and social care policy and issues relating to vulnerable adults/older people.		✓	A/I
Experience of delivering effective information, signposting and referral services to clients.	✓		A/I
Experience of developing working relationships and communication with a diverse range of staff and volunteers from statutory and voluntary organisations.		✓	A/I
Skills and Abilities			
Excellent written and verbal communication skills and the ability to empathise with vulnerable adults/older people.	✓		A/I
Good standard of literacy and IT skills. Confident in use of Microsoft Word, Excel and client databases	✓		A/I
Ability to present complex information on rights and entitlements in an understandable way	✓		A/I
Ability to prioritize workloads and achieve targets within tight deadlines and with minimum supervision.	✓		A/I
Confident approach in liaising and networking with a range of clients, staff and volunteers from diverse community organisations.	✓		A/I
Highly self-motivated, able to work confidently on own initiative and also as part of a team.	✓		A/I

Full valid Driving Licence and the use of a vehicle for work.		✓	A/I
Personal Qualities			
A patient and non-judgemental attitude.	✓		A/I
Understanding of, and a commitment to, equality and opportunity for all.	✓		A/I
Team Focused Approach.	✓		A/I
Self-Motivated.	✓		A/I
Flexible.	✓		A/I
Committed to continuously improving service delivery.	✓		A/I
Customer focus.	✓		A/I
Attention to detail.	✓		A/I
Able to work across office/community settings and in people's homes.	✓		A/I