

# Recruitment Pack

ASC Services

Information & Advice Advisor



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# Background Information

Age UK Croydon has been providing services for older people in Croydon since 1995. We are a registered charity (number 1081013) and a company limited by guarantee.

Age UK Croydon is a vibrant and successful voluntary sector charity whose aim is to promote the health, wellbeing and independence of older people who live in Croydon.

Age UK Croydon has a dynamic staff team of seventy five, over ninety volunteers and an annual turnover of approximately £1.5 million. We run an extensive range of activities and services to promote the health, wellbeing and independence of older people in Croydon. In all we directly run some sixteen projects.

**VISION** - A Croydon where everyone can love later life

**MISSION STATEMENT** - To lead the way in empowering, enabling, supporting and connecting older people in the London Borough of Croydon to live well, healthily and independently.

## OUR CORE VALUES

Our core values are at the heart of how we work. They represent the feeling we want people to get when they work with us and they guide the decisions we make as individuals and as an organisation.

Value	Explanatory statement	Associated behaviours
<b>Integrity</b>	We treat everyone equally and with respect	<ul style="list-style-type: none"><li>• Create open and honest relationships with everyone we work with</li><li>• Build trust with all stakeholders through doing the right thing</li></ul>
<b>Empowerment</b>	We work with people to ensure their independence	<ul style="list-style-type: none"><li>• Educate and empower people to make their own decisions</li><li>• Give confidence to people to help them act on their own authority</li></ul>
<b>Trust</b>	We're honest, truthful and can be relied upon	<ul style="list-style-type: none"><li>• Work together as a team, treating everyone with fairness and respect</li><li>• When we say we'll do something, we do it</li></ul>
<b>Compassion</b>	We're warm and approachable	<ul style="list-style-type: none"><li>• Listen to others and demonstrate empathy in our interactions</li><li>• Demonstrate our thoughtful and caring approach</li></ul>
<b>Collaboration</b>	We work in partnership with like-minded people	<ul style="list-style-type: none"><li>• Create effective partnerships both internally and externally</li><li>• Work in a collaborative and integrated way towards a common goal</li></ul>



**Title: ASC Information and Advice Advisor**

**Hours: 35 hours per week**

**Contract: Permanent**

**Salary: £25,503**

### **Background to Role**

We are Age UK Croydon and our vision is a Croydon where everyone can love later life. Our mission is to lead the way in empowering, enabling and supporting older people in the London Borough of Croydon to live well, healthily and independently.

We are guided by our values Integrity, Empowerment, Trust, Compassion and Collaboration.

The Information and Advice Service delivers information and advice to older people in various key sites across the borough. The service offers drop-ins, appointments, home appointments (within the guidelines of COVID-19 safety procedures)

This is a small, friendly and busy team that offers

### **PURPOSE OF JOB**

To deliver information and advice services to clients with care and support needs, their families and carers via outreach sessions, covering a wide range of topics including benefits, housing, health and social care and local resources. This will include home visits for those people who are unable to access our services via our outreach sessions.

- Interview clients by telephone, in person (at home or in the community when safe to do so) or online letting the client explain their situation and the outcome they are looking for using active listening and sensitive questioning to fully diagnose the issues.
- Responding to client enquiries in a wide range of topics, providing information, advice and assistance. Researching and identifying information relevant to the situation, drawing on resources available, exploring with the client, enabling them to identify a suitable solution where possible.
- Informing people about services that may be available to them and how to access them. Where appropriate, referring on to other agencies and sources of help including those provided by Age UK and Age UK Croydon, other voluntary organisations and health, social care and housing services.
- Act for the client where necessary by calculating benefits; negotiating; drafting or writing letters; telephoning or by making appropriate referrals.

- Providing casework to clients where enquiries require a more in-depth level of support
- Providing a home visiting Information and Advice service where clients are unable to access services through our outreach sessions (where it is safe to do so)
- Maintaining clear and accurate case record in accordance with the requirements of the Information and Advice Quality Standard.
- Working with the I+A Manager to identify and maintain pathways for referrals from and to other services.
- Keeping up to date on safeguarding adults at risk issues, processes and procedures including mandatory in house training
- Working with the I+A Manager to plan, run and publicise I+A events and campaigns across the borough including form filling and online sessions.
- Ensuring that all recording requirements are completed accurately and promptly, providing regular accurate statistics and reports as required for the organisation and funders.
- Supporting the I+A Manager in the recruitment, training, support and supervision of volunteers including volunteer support meetings and independent file reviews
- Attending team meetings, supervision and appraisals as required by the organisation
- Ensuring services are delivered to the agreed Quality Standards and AUKC policies and procedures.
- Keeping up to date with relevant information, services and policy changes, making any necessary modifications to information available to accommodate changes.
- Always working within Age UK Croydon's policies and procedures
- Working across all AUKC sites and services as required to ensure the efficient delivery of AUKC services.
- Attending training networks/groups/forums as required

## Person specification

<b>Job title: Information and Advice Outreach Worker</b>	<b>Essential/Desirable Criteria</b>
<b>Education and Training</b>	
Good standard of education including English and Maths and willingness to undertake training and continuing professional development	Essential
<b>Experience</b>	
Demonstrable experience of delivering Information and Advice services	Essential
Working with people with care and support needs, their families and carers	Desirable
Working as part of a team	Essential
Managing volunteers	Desirable
<b>Abilities and competencies</b>	
Excellent written and spoken communication skills. The ability to communicate in a variety of ways for different audiences	Essential
Ability to identify implicit and explicit needs of clients, their families and carers	Essential
Good understanding of the issues that people with care and support needs face	Essential
Good knowledge of social care, welfare benefits and housing for people with care and support needs and how services interact and are accessed	Essential
Working knowledge of Department for Work & Pensions, health and local authority services for people with care and support needs	Desirable
Working across the statutory, health and voluntary sectors, developing pathways for referrals	Essential
Understanding the importance of confidentiality, conflict of interest, consent and data protection	Essential
Delivering workshops and advice sessions in the community	Desirable
Sound IT skills, including fast, accurate data entry and internet research	Essential
Understanding of care and support services available in Croydon	Desirable
Ability to train, support and manage a team of volunteers	Essential
Ability to work without direct supervision and demonstrate initiative	Essential
<b>Our corporate values</b>	
Ability to demonstrate personal/professional empathy with, and commitment to Age UK Croydon values	Essential
<b>Other requirements</b>	
To be committed to the principles of equal opportunities and diversity	Essential