

JOB TITLE	Housing Options Service Advisor 16hrs hours pw @ £15.41 ph + 8% employer contribution Travel expenses payable @ 0.45p per mile
CONTRACT	Permanent
RESPONSIBLE TO	1. Housing Options Service Manager 2. Chief Executive 3. Services Programme Board
JOB PURPOSE	To deliver an information & advice service, with representation and support, as necessary, to older people living in poor or unsuitable housing in the Derbyshire Dales who wish to consider the options available to them to remain living independently.
OVERALL AIMS	To empower older people and their carers to make informed, timely and appropriate choices about where and how they live. Thus, achieving increased wellbeing and independence for older adults in the Derbyshire Dales.

This job description is not exhaustive and is intended only as a guide to the range of activities associated with the post.

Age UK Derby and Derbyshire has a Homeworking Policy enabling staff to work from home for some or all of their working hours and a Flexible Working Policy; however it should be noted due to the need for interaction with other services, contact with clients and colleagues, staff need to work the majority of their hours during core hours of Monday to Friday 9-5pm. Home working or hybrid working (part of the hours worked at home and part in the office) are provided with office equipment.

The Housing Options Service has a light, airy and dedicated office space within Derbyshire Dales District Council on Bank Road, Matlock.

The Housing Options Service and the Help to Move Service work together as part of an integrated team and service helping to enable older people to access the information, advice and guidance to empower them to make informed decisions and where and how they live and, through the Help to Move service, receive the support they need to make changes to their property or move to a more suitable home.

The **duties** will require the post holder to:

1. Project Delivery:

- Deliver, as part of a team, a high-quality housing information and advice service in the Derbyshire Dales.

- Support the Help to Move service at times of high demand providing practical support to the service and its clients.
- Maintain an active caseload as an Advisor. This involves administrative work, home visits, regular travelling and lone working.
- Provide income maximisation support including benefits advice and support to claim welfare benefits, grant applications and cost saving measures.
- Support the identification and referral of service users.
- Ensure that participants in the service are adequately safeguarded.

2. Project Management:

- Maintain the systems necessary to record information regarding the service. This is predominantly done using a client management system called CharityLog, Excel and Word operations.
- Monitor the client casework to ensure cases are operating successfully and that outcomes for the individuals involved are being met.
- Work with the Housing Options Service Manager to enable efficient case management. This will include participating in regular clinical supervision of caseloads, individual case issues. This could be provided as 1:1 meetings, team analysis or team training.
- Support the collection of data, user feedback and outcome data to evaluate the overall effectiveness of the service and the outcomes achievable. Regularly report to the HOPS Manager accordingly including the number of users, outcomes for service users and the service, recommendations for improvements and future developments for the service.
- Engage in 1:1 reviews with the Manager setting outcome targets, training plans and review regularly (at least twice per annum).

3. Communication

- Communicate effectively with line management reporting in a timely manner on risks and issues and working cooperatively with the line manager to resolve issues.
- Work closely with AUKDD staff and volunteers in order to develop an effective working partnership.
- Liaise with Adult Social Care, Health and other agencies to promote the service, identify potential service users and to foster good working relationships.
- Work with other partners to promote the wellbeing of older people living in the Derbyshire Dales.
- Communicate in a clear and logical way with stakeholders.
- Maintain the highest levels of professionalism in handling confidential data, information and disclosure from individuals, organisations and services.
- Work within AUKDD policies and procedures.

4. Training and Development

- Actively engage with training and personal development opportunities to extend areas of knowledge and develop expertise in Housing Options and Information and Advice.
- Actively engage with training and personal development opportunities offered including completing external training courses, coursework and preparing for assessments at an appropriate level.

5. Health and Safety

- Work within AUKDD policies and procedures and to assist colleagues in the effective management of risk.
- Work within the guidance of a Lone Working policy and procedure.

6. General:

Work in a positive and friendly manner with all stakeholders, partners, funders and community representatives to promote Housing Options and Information and Advice and to ensure the effective use of skills, resources, time and effort.

Person Specification:

- Educated to degree level or equivalent/high levels of experience in similar advice work
- Good working skills in excel and word
- Strong communication skills and styles for a variety of stakeholders.
- Able to work independently
- A team player – supportive to colleagues and stakeholders
- An ability to travel extensively within all areas of the Derbyshire Dales and on occasions Derbyshire and the East Midlands and access to own transport