

Community Information Officer

Job Description

Job Title:	Information Officer - Carmarthenshire Preventative Services
Job Location:	Two roles available (Carmarthen/Gwendraeth & Amman/Llandovery)
Reporting to:	Information & Advice Outreach Team Leader
Hours of Work:	35 hours (This job will close when right candidate found)
Salary Band:	ACD Band DP3 £21,525.00
Fixed Term:	Initial funding 4 years with possible 2 year extension

Purpose of job

To be a key part in the delivery of the preventative service for older people and people with physical disabilities within the county of Carmarthenshire. Age Cymru Dyfed have successfully been appointed to run the service across the five geographical Carmarthenshire County Council Hub areas. The objective of this service is to deliver preventative and solution-based community support to older people and people with physical disabilities, enabling them to improve and/ or maintain their health and well-being and also build their resilience through social integration and strong community relationships.

As part of the Information and Advice Team you will map the support mechanisms within your area, and through community outreach provide a trusted face and point of contact for people to access information on the support available.

Networking with organisations that provide support in the areas will be important to gain knowledge of the relevant Information

Main duties and responsibilities

- Provide advice covering a range of topics including (but not exclusively); Local Activities; Housing, Social Care and local services.
- Document and keep up to date directories of activities available in your designated area ensuring that you network effectively with other organisations to obtain this information.
- Develop a working knowledge of the information resources and office systems, which support the advice service, using them effectively and contributing to their continuous improvement.
- To provide and maintain statistical information and case records in line with data protection regulations.

- To work as part of a team with other advice staff and volunteers.
- To provide outreach surgeries where older people can drop in and obtain information on the support available to meet their needs.
- To attend local community meetings and promote the service.
- To make home / outreach visits as necessary.
- To listen to the concerns and issues experienced by clients in order that you can provide effective and holistic support solutions and contribute to the design of service provision.

Person Specification

- Recent advice or delivery of information work experience
- The ability to listen to client needs and develop support solutions for people.
- Networking experience within the third sector and locally.

Knowledge and Skills

- An ordered approach to the delivery of information and advice and a willingness to work within agreed procedures.
- An understanding of clients with potentially complex health issues
- Effective communication skills
- Ability to prioritise own work, meet deadlines and manage a caseload
- Ability to use IT packages including Outlook, Word & Excel
- Ability to give and receive feedback objectively and sensitively
- Ability to work as part of a team including paid staff and volunteers
- A commitment to uphold policies of equality and diversity

Other

- Satisfactory Enhanced DBS check and personal references
- Current full UK driving licence and full use of a car for work purposes
- Ability to communicate in Welsh is an advantage.
- Awareness that our clients are at the heart of everything we do

Person specification	
Educated to a good standard (<i>However, experience instead of qualifications will also be taken into consideration</i>)	Essential
Proficient in Microsoft office and other software applications	Essential
Experience of working in an office environment	Essential
Experience of record keeping using a customer relationship management database	Essential
Experience of using an office telephone system, diverting calls and professional management of phone calls	Essential
Organised and methodical	Essential
Understanding of issues facing older people	Desirable
Welsh speaker	Desirable
A flexible, can-do attitude	Essential
A self-starting team player with good communication skills, both written and oral, who takes pride in completion of tasks to a high standard	Essential
Able to maintain good working relationships	Essential
Own transport	Desirable

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.