

## Job Description and Person Specification

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|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>       | Information & Advice Adviser                                                                                                                                                                                          |
| <b>Hours of Work:</b>   | 21 hours per week (Wednesday, Thursday and Friday <b>OR</b> Tuesday, Wednesday and Friday) – normal working hours: 9.30 am to 4:30 pm, although flexibility is required to ensure the objectives of the role are met. |
| <b>Reporting to:</b>    | Information and Advice Manager                                                                                                                                                                                        |
| <b>Responsible for:</b> | No direct reports, however the ability to support Volunteers is essential                                                                                                                                             |
| <b>Annual Leave:</b>    | 15 days per annum                                                                                                                                                                                                     |
| <b>Location:</b>        | Greenford Community Centre, Greenford. London and The LIDO Centre, 63 Mattock Lane West Ealing W13 9LA                                                                                                                |

**A job description is a written statement reflecting the main requirements and essential characteristics of the job. It is not intended to be an exhaustive list of the duties a post holder might be called upon to perform.**

### Job Context

Age UK Ealing's mission is to promote the wellbeing of all older people in Ealing and empower them to achieve full quality of life. We provide a range of support services for older people in the London Borough of Ealing including **Information and Advice Service, Day Centre, Befriending, Digital Inclusion, Shopping Service and Community Gardening Services**. We also run Greenford Community Centre, where our office and services are based alongside a range of other community activities.

### Purpose of the role

To provide high-quality information, advice and casework support to older people, their relatives and carers, helping to reduce poverty, maximise income and promote financial independence, wellbeing and choice. The postholder will empower older people to make informed decisions, access the benefits, grants, travel concessions and support services they are entitled to, and overcome barriers that may affect their quality of life. Working in line with the Age UK National Information & Advice Quality Standard (QAS), the postholder will contribute to the effective delivery and continuous improvement of the Information & Advice Service, while supporting the development of Information & Advice volunteers and maintaining the highest standards of advice, casework and customer service.

## **Main Duties and Responsibilities:**

### **1. Service Delivery**

- a) To assist the Information and Advice Manager in the provision of an Information and Advice Service to older people and their carers by telephone, face to face, home visits and outreach sessions
- b) To provide Information and Advice on welfare benefits; housing; travel and transport, community care; local government services and support as required under the Age UK Brand Partnership and the Ealing Advice Service
- c) To manage and prioritise one's own workload, to participate in team meetings and to work as part of the team to ensure the smooth and effective running of Age UK Ealing.
- d) To keep up to date with relevant changes in the Law, policies, and procedures both locally and nationally as applicable to older people and their carers.
- e) To liaise and negotiate with outside agencies such as Social Services, Department for Work and Pensions, and the local council on behalf of the older person.
- f) To work within the Information and Advice team ensuring customers have access to a resource base of Fact Sheets, leaflets, and other information and advice material.
- g) To establish close working links with outside agencies through partnership working delivering advice surgeries, talks, and events for the benefit of the older people of Ealing
- h) To assist with the training and supervision of the Information and Advice volunteers.

### **2. Case Work and Quality Assurance**

- a) To work within Age UK Ealing's file recording and case management policies and procedures to deliver consistently high standards of recording and casework.
- b) To ensure that all information and advice provision, case management and case recording undertaken by you is in line with the requirements of the Age UK National Information & Advice Quality Standard (QAS), ensuring best practice and clear, accurate case recording.
- c) To review quality assurance checks undertaken on your cases and complete any corrective action required within the timescales specified.
- d) To support management by taking a proactive approach to ensuring the charity maintains the standards set out within the Age UK National Information & Advice Quality Standard.
- e) To ensure that all casework conforms to the legal framework, Age UK Ealing's policies and procedure and quality standards in accordance with the Data Protection Act.
- f) To maintain appropriate records of all client related activity and interventions, ensuring that follow-up procedures are completed to monitor quality and client satisfaction.
- g) To always display good customer service, always treating people with respect and dignity. Being aware of individual needs and cultural requirements.
- h) To ensure that all referrals are dealt with in a timely and professional manner ensuring all protocols are followed.
- i) To monitor and evaluate case outcomes for statistical reporting and performance.

### **3. Evaluation & Reporting**

- a) To regularly review service and monitor targets as required.
- b) To prepare monitoring reports for the management team, CEO, Board and funders as required
- c) To work with the EAS consortium to review clients' experiences and evaluate the effectiveness of the service

#### **4. General Requirements**

- a) To promote a wider interest in understanding the needs of older people in the Ealing Borough with particular emphasis on the need for independence, self-reliance, respect and dignity.
- b) To support the Age UK brand and contribute to the work of Age UK Ealing and its partners.
- c) To act as a representative of Age UK Ealing when needed.
- d) To Work within Age UK Ealing's ethos, values, principles, policies and procedures.
- e) To ensure all relevant administration and reporting is completed in a timely manner as required
- f) Postholder will be required to be flexible with their working hours, to include the occasional evening/weekends
- g) To work as a member of Age UK Ealing's staff team and support / assist colleagues in the achievement of organisation objectives
- h) To use initiative and work effectively with others
- i) To maintain high levels of discretion, confidentiality and professionalism at all times.
- j) Age UK Ealing is committed to achieving equality of opportunity in its activities, services and employment — the post holder will demonstrate commitment to Age UK Ealing's policies on equalities and promote these in all aspects of the work
- k) To support colleagues with the provision of information as requested for other functions within the organisation
- l) To implement the delivery of new standards as they arise
- m) To report any safeguarding and Health & Safety issues or concerns

## Person Specification

| Specification                                                                                        | Essential | Desirable |
|------------------------------------------------------------------------------------------------------|-----------|-----------|
| Experience of delivering Information & Advice for a minimum of 2 years                               | ✓         |           |
| Working knowledge of Welfare Benefits including Pension Credit, Disability Benefits, Housing Benefit | ✓         |           |
| Knowledge of other areas of work i.e., Housing, Social Care, Travel & Transport                      |           | ✓         |
| Experience of managing/supporting volunteers                                                         |           | ✓         |
| Experience of working with and supporting older people                                               |           | ✓         |
| Knowledge of issues affecting older people                                                           |           | ✓         |
| Ability to prioritise and manage workload                                                            | ✓         |           |
| Ability to work alone or as part of a team                                                           | ✓         |           |
| Good communication skills (written and verbal)                                                       | ✓         |           |
| Competent use of MS Office (Word, PowerPoint, Excel and email) and database                          | ✓         |           |
| Able to reflect on own performance                                                                   | ✓         |           |
| Able to act as a representative of the organisation externally                                       | ✓         |           |
| Experience working within the charity sector                                                         |           | ✓         |
| Ability to assimilate and understand information by listening, reading and use of the telephone      | ✓         |           |
| Willing to work to guidelines and standards and to take a flexible approach to work                  | ✓         |           |
| Ability to listen to others and to explain things clearly                                            | ✓         |           |
| Awareness of discriminatory practices and equal opportunity issues                                   |           | ✓         |
| To develop and work with other and agencies; and to seek and offer support                           |           | ✓         |
| Willingness and interest in learning, to attend training, meetings and other community events        | ✓         |           |
| Able to work without direct supervision and demonstrate initiative                                   |           | ✓         |
| Understanding of outputs and outcomes monitoring and reporting                                       |           | ✓         |

These details reflect the content of the post on the date prepared. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied, after discussion with the post holder, subject to the needs of the organisation and in keeping with the general profile of the post. Consequently, this job description may be revised from time to time. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.