



## Helpline Advisor- Tower Hamlets Connect Recruitment Pack

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## AUKEL: Our vision, mission and values

We are in the process of co-producing a refreshed organisational vision, mission and values, and are involving older people in this important work. Meanwhile the ones below are our ‘working’ vision, mission and values.

### Vision

Our vision is that older people in East London feel part of their community and are as happy and independent as they can be.

### Our Mission

We will provide accessible, consistent, flexible, and kind services for older people that are targeted at the people who need us the most.

AUKEL values		How we demonstrate them/live them		
Value	To clients	To colleagues	To partners	To funders
<b>Kind</b> (generous/loving/caring/ person- centred/empowering)	We treat all clients with kindness, patience, generosity and care.  Our practice is trauma informed.	We are kind and generous to each other.	We treat our partners with kindness and are friendly and approachable.	We do all we can to give funders what they ask for, remembering that trust is key to good relationships.
<b>Accountable</b> (Integrity/trusted/reliable)	We do what we say we are going to do.  We’re reliable and trustworthy.	We deliver on commitments to each other, we are clear, honest and open when we run into challenges.	We do what we say we are going to do, and we are clear, honest and open when we run into challenges	We do what we say we are going to do and always demonstrate our value. We are clear, honest and open when we run into challenges

<b>Collaborative</b>	<p>We work as equal partners with clients.</p> <p>We empower and collaborate with them. We co-produce solutions.</p>	<p>We work with each other; we listen and learn from each other and support one another other.</p>	<p>We work as partners, not competitors – we put the needs of beneficiaries first.</p>	<p>We work with funders, listen to their objectives, and work together to deliver the best solutions for beneficiaries.</p>
<b>Flexible</b>  (creative/adaptable/ambitious)  We say yes whenever we can.	<p>We adapt according to the needs of our clients; we recognise the barriers many older people face and do our best to fit our services around them.</p>	<p>We are a flexible employer; we try hard to enable people to work in a way that suits them.</p> <p>We adapt to help each other out as a supportive team.</p>	<p>We listen hard to the needs of our partners and try hard to make collaboration work.</p>	<p>We do all we can to meet the requirements of funders because their trust in us will ensure ongoing investment in service delivery.</p>
<b>Inclusive</b>	<p>All older people feel that AUKEL is ‘for them’.</p> <p>We deliberately work to make our services inclusive and take positive action to remove barriers for people least likely to trust us.</p>	<p>All staff and volunteers can be themselves at work, feel treated equally, trust that their voices are listened to and are given the opportunity to progress.</p>	<p>We seek out partners and develop partnerships that enable us to ensure that the needs of all older people are met.</p>	<p>We develop a diverse funding base which enables us to deliver work that we identify as meeting unmet need.</p>

## About Age UK East London (AUKEL)

### The organisation

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

### Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community. Our boroughs have the country’s highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

### How we help

#### 1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

## 2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

## 3. We improve health

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

## 4. We increase independence

Many older people in our boroughs have very poor health. For example, at age 65, women in Tower Hamlets can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

## About the team

We are a friendly, welcoming team of c. 70 staff and c. 70 volunteers. As well as many new starters we have several colleagues with 20+ years of service. You can read about our senior team on our website <https://www.ageuk.org.uk/eastlondon/about-us/senior-staff/>, and here's a picture of a few of us at a summer picnic taken early in July:



## Background to the role

Age UK East London are recruiting a helpline advisor to our Tower Hamlets Connect eservice. Tower Hamlets Connect is Age UK East London's integrated health, social care and social welfare helpline providing all Tower Hamlets residents with the right advice and support at the right time. Acting as the front door to adult social care in the borough and an independent advice and advocacy service, we provide residents with advice and support to access appropriate services in the statutory, health and voluntary community sector.

## Job description

<b>Job Purpose</b>
<ul style="list-style-type: none"><li>• To contribute to the delivery of an effective, efficient and safe helpline for the residents of Tower Hamlets.</li><li>• To provide information and advice to customers on support and services available in the borough, enabling them to remain as independent for as long as possible and with improved health and wellbeing.</li><li>• To act as a first point of contact for Tower Hamlets residents and professionals.</li><li>• To ensure accurate and timely case records are maintained to support ongoing service improvement.</li><li>• To ensure all referrals to health or social care are appropriate.</li></ul>
<b>Key Tasks</b>
<ul style="list-style-type: none"><li>• To act as a first point of contact for Tower Hamlets residents and professionals via telephone and email.</li><li>• To gather information required to efficiently triage customers' strengths and needs and make appropriate referrals.</li><li>• To provide information and advice to residents on local services to support prevention and promote independence.</li><li>• To actively promote use of the digital portal and signpost to digital support services where appropriate.</li><li>• To maintain excellent records of all contacts and enquiries on all relevant case recording and data systems ensuring accuracy, quality and timeliness while complying with statutory requirements and maintaining confidentiality.</li></ul>
<b>General</b>
<ul style="list-style-type: none"><li>• To meet regularly with line manager for support, supervision, and appraisal.</li><li>• To attend team meetings required.</li><li>• To undertake any other duties within the competence of the post holder as may be required from time to time for the continued smooth running of Age UK East London.</li><li>• To undertake all training required to fulfil the role.</li><li>• To carry out the duties of the post in accordance with Age UK's East London's policies and procedures including EDI, Health &amp; Safety, Confidentiality, Complaints, GDPR, Safeguarding Vulnerable Adults.</li></ul>

<b>Functional Links</b>
<ul style="list-style-type: none"> <li>The role reports to the Helpline Team Leader.</li> </ul>

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a similar role.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working across multi-disciplinary teams preferably in community and/or health settings.</li> </ul>
<b>Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>Knowledge and understanding of key legislation i.e. Care Act 2014, Mental Health Act and Mental Capacity Act, GPDR.</li> <li>Understanding of the impact of discrimination and disadvantage on the lives of people and ability to work in a trauma-informed manner.</li> <li>Understanding and commitment to safeguarding and promoting the welfare of vulnerable adults and their carers.</li> <li>Understanding of what a high quality advice helpline service looks like and feels like for residents.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the services available in Tower Hamlets.</li> </ul>
<b>Skills/Attributes</b>	<ul style="list-style-type: none"> <li>Strong spoken and written communication skills including the ability to communicate complex information accessibly.</li> <li>Intermediate IT skills</li> <li>Can demonstrate AUKEL values (accountable, kind, flexible, inclusive, collaborative) in the way the service is delivered.</li> <li>Commitment to learning and development and reflective practise.</li> </ul>	

<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• This post is subject to an enhanced check through the Disclosure &amp; Barring Service (DBS)</li> <li>• Helpline operates Monday to Friday from 9am – 5pm except Bank Holidays</li> </ul>
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## Employment Details

### Contract type

This contracted post is for **35 hours per week**. We welcome application for flexible working including reduced hours and other flexible working arrangements.

### Location

We support hybrid working to suit our team. When in the office, the post holder will be based at our Head Office in E2 9LU.

### Salary

Between **£31,000 and £34,000 pa** + 5% ER pension contribution

### Holiday entitlement

25 days (pro-rata for contracted hours) of paid holiday per year plus bank holidays. This increases after two years of service to 27 days, and then a further one day per every year of service up to a maximum of 30 days after five years of service. In addition, all employees are entitled to one day off on (or around) their Birthday.

### Conditions of employment

The job offer is subject to the receipt of two satisfactory Employment References, an enhanced DBS Check and evidence of relevant Qualification.

## How We Value Our People

### Learning and development

We are committed to supporting our staff through a variety of training, e-learning, workshop and shadowing. A training needs assessment is carried out annually. During the appraisal and reviewed during supervision. The majority of vacancies are advertised internally to encourage staff to progress their careers within the charity.

### Flexible working policy

We welcome flexible working requests from day one and anyone can make as many requests as they wish to.

### Family Friendly Policy

We have a competitive Family Friendly Policy which includes maternity, paternity adoption and shared parental leave. We have an enhanced maternity and paternity pay policy based on the length of service.

### Sick leave policy

We also have a competitive sick pay policy which will give you up to 4 months full pay and 4 months half pay after 4 years of service.

### **Death in service insurance**

We have a Death in service insurance which will help your family to cope financially should something happen to you while employed with us.

### **Employee assistance programme**

We offer an Employee Assistance programme called WeCare which includes 24/7 online GP, Get fit programme, Mental health support, Financial and legal guidance.

### **Menopause and menstrual policy**

The policy supports employees in their ability to adequately self-care during their period and menopause, while not being penalised by having to deplete their sick leave. Birthday policy

### **Open Door policy**

The purpose of policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

### **Wellbeing policy**

The policy is aimed to promote mental wellbeing among staff and volunteers and tackle the causes of work-related mental health problems.

### **Duncan Robertson Award**

For the outstanding contribution to the wellbeing of older people.

### **Cycle to work scheme**

The scheme allows employees to obtain commuter bikes and cycling accessories through their employer, whilst spreading the cost over 12 months and making unbeatable savings through a tax break

## **Next Steps**

### **How to apply**

Please complete the application form on our website.

### **Recruitment Timetable**

Deadline to receive applications: Friday the 26<sup>th</sup> of April at 9am

1st stage interviews: Week commencing the 29<sup>th</sup> of April.

### **Have any questions?**

If you want to find out more about the recruitment process or the role, please contact our HR department by emailing on: [recruitment@ageukeastlondon.org.uk](mailto:recruitment@ageukeastlondon.org.uk)