

**JOB DESCRIPTION**

**TITLE:** Information & Advice Advisor

**LOCATION:** Isabel Blackman Centre, Hastings

**RESPONSIBLE TO:** Information and Advice Manager

**RESPONSIBLE FOR:** Information & Advice Volunteers

**PURPOSE OF THE POST:**

To deliver front line Information & Advice services across East Sussex for people in later life in conjunction with the Information and Advice Manager and a team of Information & Advice staff and volunteers. Working in partnership with internal and external stakeholders to ensure excellent information and advice services are available and accessible to communities across East Sussex.

* To provide information and advice to and in support of older people, and their relatives and carers
* To assist in the provision of a high-quality advice service for older people and their carers
* Maintaining up-to-date files and records in line with the Advice Quality Standards
* To proactively work with the Information and Advice Manager to develop and promote the service
* To ensure the policies of Age UK East Sussex (particularly the Equality and Diversity, Health and Safety and Confidentiality policies) as they apply to Information and Advice are adhered to.

**DUTIES AND RESPONSIBILITIES:**

* To assist the Information and Advice Manager in the provision of an advice service for older people and their carers through telephone, email, and face-to-face appointments from the Isabel Blackman Centre, Hastings, community venues and home visits
* Keep up to date on relevant changes in the law, policies and procedures, both locally and nationally, as they apply to and affect older people and their carers
* To negotiate on behalf of clients, ensuring the client’s best interests are represented at all times
* To liaise with outside agencies including the NHS, Social Services and DWP on behalf of clients and for the purpose of establishing close working links
* To work with key stakeholders and multi-agency partners to optimise the use of the Information and Advice Service ensuring it has sustained and targeted impact on older people across East Sussex and offers a broad range of access to information on our services and those of partner agencies
* To attend meetings and events on behalf of Age UK East Sussex to promote the work of the organisation and information and advice service
* To collate and maintain a library of information and resources which support older people and their carers and to make these available as part of the service
* To provide and maintain statistical information and case records as requested by the Information and Advice Manager
* Develop a working knowledge of the information and office systems, which support the advice service, using them effectively and contributing to their continual improvement
* To work constructively with other staff members and teams at AUKES and help promote a positive and happy work environment
* To assist with the training and supervision of the information and advice volunteers
* Contribute to the financial sustainability of the service by assisting with fundraising activities and approaches as requested by the Information and Advice Manage
* Other duties consistent with the duties and responsibilities of the post, as and when required.

**OTHER:**

* To work within the policies, procedures and quality frameworks adopted by Age UK East Sussex with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements
* To undertake relevant training as required by the organisation and agreed with your line manager
* To be an Ambassador for the Charity, positively promoting the organisation and its services at all times
* To undertake other such responsibilities and duties as may be reasonably required by your line manager within the level and grading of the post and to work flexibly as required.

Age UK East Sussex reserves the right to review this job description from time to time to best suit the changing nature of the role in line with service needs.

Any changes to this document will be made by mutual agreement.



**PERSON SPECIFICATION**

| **Attribute:** | **Requirements:** | **Essential /Desirable:** | **How Assessed:** |
| --- | --- | --- | --- |
| **Education/ Qualification** | GCSE or equivalent English and Maths | Essential | Application |
| Good Standard of Education | Essential |
| **Experience/ Knowledge** | Experience in providing Information and Advice in person, by telephone, e-mail, and letter. | Essential | Application / Interview |
| Experience of working with older people, either in a paid or unpaid role. | Essential |
| Experience of providing excellent customer service. | Essential |
| Good IT skills, competent user of Microsoft Excel and Word and a working knowledge of data bases. | Essential |
| Good understanding of welfare benefits, housing, and community care. | Essential |
| Knowledge of law, policies, and procedures (both locally and nationally) that apply to and affect older people and their carers | Essential |
| Knowledge of issues affecting older people at both individual and social levels. | Essential |
| An understanding of GDPR requirements and the Data Protection Act. | Essential |
| **Skills and Abilities** | Ability to communicate simply and effectively, orally and in writing, with people from a wide range of backgrounds, and to respond to their needs with sensitivity. | Essential | Application / Interview |
| Ability to work under pressure as a team member with self-assurance, self-confidence and to have a responsible approach to teamwork. | Essential |
| Experience of maintaining casework with the ability and willingness to follow set procedures concerning casework and file management. | Essential |
| Ability to negotiate on behalf of clients and to demonstrate the skills necessary in advice work. | Essential |
| **Other** | Commitment to adhering to organisational policies and procedures. | Essential | Interview |
| Commitment to equal opportunity to all members of the community. | Essential |
| Willingness to learn new skills and acquire knowledge appropriate to the tasks outlined in the job description. | Essential |
| Ability to travel across East Sussex. | Essential |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the Charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

**Employee**

**Signature......................................................................................................................**

**Date..............................................................................................................................**