

Job Description

Post Title: Information and Advice Adviser
Reporting Line: Information and Advice Manager
Responsible for: N/A
Base: Malvern Gate, Lower Wick

You will have a clear understanding of information and advice provision in line with the Information and Advice Quality Performance Mark. You will provide comprehensive information, advice, support and guidance to older people in a variety of settings. You will support them through identifying eligible welfare benefits, assisting with application form completion, signposting to alternative services and providing accurate information on a diverse range of issues affecting older people. You will signpost older people aged 50+ to our internal and external services as appropriate.

You will manage your work time effectively, have a passion for supporting older people and have the ability to be flexible in order to meet service needs. The ability to drive and have access to of your own vehicle for work purposes is essential to your role. You will also undergo an enhanced DBS check.

MAIN DUTIES AND RESPONSIBILITIES:

- To provide comprehensive information, advice, support and guidance on a wide range of subject areas, including but not exclusive to welfare benefits, housing, rights to community care, hospital discharge, assistance at home, planning and residential care options.
- Assist clients with welfare benefit claims such as Attendance Allowance.
- To accurately record casework as per the I&A procedures guide, adhering to the Age UK National Information and Advice Quality Mark standard, AQS and General Data Protection Regulations.
- To log clear and concise case notes on IT systems (Charity Log), following up on any actions and ensuring these are up to date for all cases across the team
- To work in a person-centred way ensuring the clients are treated with dignity and respect based on their individual circumstances.
- To provide quality support to clients in the community, from an office, via telephone, Teams, Zoom or WhatsApp as directed by the client.
- To carry out standard benefit assessments, inform clients of their entitlements and provide support with making appropriate claims.
- To maintain and compile detailed records to ensure accurate statistics can be created as required by the funders and for our impact report
- To maintain up to date knowledge of local services and of internal services, referring in wherever appropriate.
- To ensure that the administrative tasks associated with the role, such as case recording, database entries, statistics, form completion, scanning, etc are completed in a timely, accurate and efficient manner and meet all deadlines.
- To undertake any training deemed necessary.
- To work effectively as part of a team, with commitment to ongoing personal development relating to advice work.

- Providing an initial Information and Advice triage service, responding to telephone enquiries, emails internal and external referrals ensuring that appropriate and timely signposting and referrals are made for clients, including to other services provided by Age UK H&W, such as for specialist I&A Advice.
- Providing a welcoming, accessible first impression for clients; whether face to face, via the telephone or digitally.
- Providing telephone assistance with the completion of basic benefit forms e.g., Council Tax Reduction, Blue Badge applications.
- Inputting client and project information onto our CRM System - Charitylog, maintaining relevant databases and undertaking statistical work using Excel and Charitylog.
- Maintaining an overview of developments in local services, benefits, rights and other issues relating to older people, helping to maintain Information and Advice resources, including attendance at training and events.
- Supporting the efficient delivery of outreach surgeries including duties such as ordering sufficient stock and promotional materials and providing assistance at drop-in sessions where appropriate.
- Providing effective support to the Information and Advice service, including the implementation and ongoing maintenance of administration systems, statistical reporting and information gathering.
- Assisting in setting up and staffing promotional events about local services and more widely.

GENERAL

- To be an active, integrated and cohesive team member.
- To maintain and develop good working relationships
- To ensure your behaviour reflects Charity values: We are friendly, we work together, we make a difference, we are always learning, we are flexible.
- To be responsive to the needs of the charity and its clients.
- To develop and deliver effective systems of working and procedures creating a culture of continuous improvement.
- To support the development of KPI reporting, ensuring delivery of the Strategic Plan and a commitment to demonstrating impact across the organisation.
- To prioritise Safeguarding our clients and colleagues.
- To support person centred evaluation processes in order to inform current and potential service development.
- To embrace equality, diversity and inclusion principles.
- To adhere to all relevant policies with particular reference to health and safety.
- To comply with all relevant legislation.
- To undertake appropriate training and personal development as required for the role.
- To portray a positive image of the organisation both internally and externally and set high standards of personal integrity and professionalism.

- To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.
- To be willing to travel and work flexibly throughout the charities operational area
- To be prepared to work from any of our operational bases as required

PERSON SPECIFICATION

ESSENTIAL CRITERIA

EXPERIENCE

- Experience of understanding and maintaining accurate and concise records

EDUCATION AND TRAINING

- Experience in a similar role or a qualification in a relevant discipline or a willingness to undertake such a qualification
- A well-developed knowledge of IT either by qualification or experience in using databases, Outlook and Microsoft Office
- Admin/organisational skills and experience
- Driving license and access to a vehicle for work purposes

SKILLS AND ABILITIES

- An understanding of the needs of older people in the community
- Good communication and interpersonal skills
- Knowledge of data protection – GDPR
- Able to work as part of a team
- Experience of assessing and maintaining a caseload
- Full IT Literacy; the role will involve daily use of online databases, Outlook and Microsoft Office
- Willingness to work flexibly between the hours of 9 – 5pm Monday to Friday to meet the needs of the business (some occasional weekend work may be required)
- Willing to undertake any relevant training

DESIREABLE CRITERIA

- Previous experience of engaging with the older people
- Experience of the benefits system and the completion of benefit applications online and on paper