

# Job pack

## Information and Advice Worker (residential care options)



Age UK HHB is a founding member of and 3ST

## This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

### Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

### Community Support

We facilitate a wide range of social activities and other wellbeing support.

### Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

### Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

### Partnerships

Age UK HHB is a founder member of 3ST <https://www.3stnwl.org.uk/> and H4All <https://www.h4all.org.uk/>. We are a board member of Harrow Together and we lead the Older People's Network in Brent. Partnership work is a core component of our strategy and many of our services are delivered in partnership with other local charities.

## How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://ageuk.org.uk)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting [hr@ageukhbb.org.uk](mailto:hr@ageukhbb.org.uk)

## What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24-hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

## The Role: Information and Advice Worker (residential care options)

**Salary:** £30,761 per annum

**Hours:** Full time – 35 hours per week (whilst the standard working hours will be Monday to Friday 9-5, the role is required to provide flexibility to accommodate evening or weekend meetings with family members)

**Responsible to:** Information and Advice Manager

**Employed by:** Age UK Hillingdon, Harrow and Brent

**Contract:** 1 year fixed term (with potential to extend if successful)

**Based at:** Hillingdon Hospital, Pield Heath Rd, Uxbridge UB8 3NN with occasional work from Age UK HHB head office, Unit 3, 126 Church Road, Hayes, UB3 2LW

### Role Purpose

#### Main purpose of the job:

To support individuals and families who are transitioning from Hospital into residential care. Specifically supporting those who may need to contribute towards the cost of their care, by providing independent, impartial tailored advice and assistance, helping clients navigate the complexities of residential care options, financial planning, and emotional adjustments. This role does not involve any regulated activities, assessments, or financial advice.

### Main duties and responsibilities (role profile)

#### Service Delivery

- To establish and adhere to clear eligibility criteria for the service
- To support older patients deemed to meet the criteria for residential care and who have been assessed as 'self-funders'
- Explain how self-funding works, including what services people can receive from care homes
- To undertake income maximisation assessments and support benefit applications
- To advise on process and choice around residential care options
- To advise on financial considerations for self-funders and potential need to seek specialist financial or legal advice, including Lasting Power of Attorney and Deputyship considerations

- To liaise with, and support, wider family in their deliberations, ensuring the older person remains central to decision making
- To maintain an up-to-date knowledge of local care providers, particularly LBH preferred providers and current CQC ratings
- Offer empathetic support to clients and their families during the transition period, addressing concerns and providing reassurance

### **Team Working**

- To seek support and guidance from I&A manager
- To work as an integral member of Age UK I&A team
- To work as an integral member of the hospital discharge team
- To establish strong working relationships with Social Services, Hospital and Statutory Advocacy providers

### **Finance and Administration**

- To support benefit applications, liaising with DWP, LBH and other external agencies as required
- To liaise with specialist financial and legal advisors as required to ensure patients have access to quality assured, regulated advice
- To maintain accurate records on our secure CRM, minimising use of hard copy records and complying with GDPR best practice

### **Quality and Service Development**

- To develop and maintain accurate up to date knowledge on benefits
- To develop and maintain specialist knowledge on residential and nursing care
- To comply with all internal and external quality assurance requirements
- To maintain impartiality and provide advice that empowers older people to make informed choices
- To maintain strong safeguarding knowledge, being attuned to family dynamics and to quickly flag any concerns observed if family members appear not to be acting in the best interests of the patient

### **General**

- To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- To attend staff meetings, away days and other similar staff events
- To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB
- All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research
- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way

- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- In liaison with line management generally, ensure services are developed and delivered to quality standards, revising as required
- To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead
- To promote equality, diversity and rights in all policies and guidance, actions and activities
- The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent**

## Person Specification

### Education & Training

Essential Criteria	Desirable Criteria
GCSE or equivalent Functional Skills in Maths & English	Holding or willing to work towards the Certificate in Information, Advice & Guidance Level 3

### Experience

Essential Criteria	Desirable Criteria
Experience of working with the public within an Information & Advice or similar environment	Experience of residential care information & advice to older people
Experience of working with older people	Experience of working with families, identifying and negotiating conflicting opinions
Experience of recording information on a secure electronic client record system	Experience of using Salesforce

### Knowledge and Skills

Essential Criteria	Desirable Criteria
An understanding of the different types of benefits for older people and their implications	An understanding of benefits and care home funding for self-funders
A broad understanding of the residential and nursing care sector	An in-depth knowledge of funding mechanisms, eligibility criteria and provision of residential and nursing care
Effective communication skills, both written and oral, including case recording skills	
Good organisational skills including information, resources and time management	
Sound IT skills in order to use MS office and databases effectively and good knowledge of internet use for the purposes of research relevant to the job	
Strong safeguarding knowledge & experience of identifying safeguarding concerns	Experience of raising safeguard alerts and liaising with SG teams

### Personal Attributes

Essential Criteria	Desirable Criteria
Able to handle sensitive and confidential	

issues with discretion, empathy and understanding	
Ability to work with people from different backgrounds (colleagues and clients) in an impartial and courteous manner	
An interest in, and awareness of, the needs of older people	