

Job Description

Job Title:	Information & Advice Caseworker
Ref:	IA-CW-25- PT
Primary Focus:	Information & Advice
Contract Type:	Permanent
Hours:	3 days (22.5 hours) per week
Salary/benefits:	£19,478 (FTE £32,464) pa inclusive; access to pension scheme
Location/Team:	The post holder will be required to work at various locations and within different team settings, in line with business needs.
Reports to:	Team Leader – I&A Services

PURPOSE of the ROLE

The aim of the Age UK Islington Information and Advice service is an early intervention and prevention service that works with people to identify and resolve the root causes of their problems with the aim of preventing escalation of the problem. Optimised for residents/clients looking for answers to simple information/advice requests to help themselves in looking after their wellbeing, both as preventative opportunities and in dealing with current issues. The purpose of the offer is to support early resolution and problem-solving to help people to become more self-sufficient and resilient.

You will have responsibility for ensuring the I&A service is provided effectively and efficiently on a day-to-day basis through face-to-face and digital platforms such as Zoom and Microsoft Teams. You will be able to develop effective partnerships and positive relationships with professionals across organisations.

Our Information and Advice service is Advice Quality Standard (AQS) accredited. Therefore to maintain this standard you will need to continually evolve and respond to changes in advice provision, including technological advances and shifting societal needs.

You will be an excellent communicator and able to prioritise daily challenges and expectations. You will be confident in making sound decisions that respond flexibly and quickly to changing needs that arise in a range of community setting requirements.

The I&A worker will provide up-to-date, accurate and impartial information and support to Age UK Islington's clients. You will need to respond sensitively to those who call, email, write and contact us via social media, also including carers, employers, and healthcare professionals. Supported through an ongoing programme of coaching, updates, and personal development, you will deliver the highest quality service, ensuring that we are responsive to clients' needs and striving to ensure that everyone who contacts us feels that they have a positive experience of Age UK Islington. Working within a framework of customer focussed policies and processes, you will be part of a team that is committed to continuous improvement and will regularly contribute to the development of the service in order to meet evolving client needs and expectations.

Summary

To provide an Information & Advice casework service to help clients with issues relating to their wellbeing such as: Housing, Income Maximisation, Money Management, Grant Applications, Employment, Consumer, and other areas of social welfare.

To take a person-centred approach. Communicating in a friendly, confident and empathetic manner in order to try and understand the clients problems, their aims and goals and empower them to find solutions.

To help clients resolve their issues by helping them to prioritise, understand letters, support them to complete forms and challenge decisions, contact relevant organisations, and signpost to other specialist services.

To network with the local authority and local organisations and services to develop referral and signposting pathways, and effectively promote the service.

To obtain and record all essential information accurately on our Customer Relationship Management (CRM) system including personal details, equality monitoring data, consent, and enquiry details.

Main Responsibilities and Duties

1. Provide high-quality information and Advice in an empathic and professional approach via in-person, telephone, email, letter, and social media platforms to clients.
2. Accurate and timely data capture of enquiries working alongside agreed measures.
3. Manage own caseload - including prioritising issues and meet tight deadlines.
4. Work within the policies and processes in place for the service, including enquiry handling processes, data input and management, quality assurance processes and safeguarding procedures.
5. Escalate difficult issues, queries or complaints in a timely and appropriate way and take responsibility for any ongoing actions to ensure issue/query/complaint is resolved.
6. Provide input into projects as required to ensure that the I&A service is represented internally, across Age UK Islington activities.
7. Support the Team Leader to plan, organise, co-ordinate and deliver I&A outreach sessions to Islington residents across the Borough.
8. Act as an ambassador of Age UK Islington at external events and meetings in order to promote the work of the I&A and wider services.
9. Ensure all client interactions are record accurately on our Customer Relationship Management (CRM) system including personal details, equality monitoring data, consent, and enquiry details.
10. The post holder must at all times respect client confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of the General Data Protection Regulation (GDPR).
11. Advise the I&A Team Leader of any problems and take appropriate action as directed.
12. Contribute to the continuous improvement of service provision in Age UK Islington communicating service user feedback to the managers where appropriate.
13. To perform any other relevant duties that may be determined by the changing needs of the service.
14. Be able and confident to identify the need and take action to modify and adapt methods of communication to account for the differing needs of callers especially in stressful and difficult situations.
15. To be confident in adapting, escalating and maintaining control when dealing with safeguarding situations under pressure.
16. Promptly refer any issues/concerns outside the scope of the post holder's responsibilities to the Information & Advice Team Leader.
17. Reflect the diversity of needs in the community by utilising all available resources to facilitate access to the service where there are barriers to communication and understanding, e.g. text phone, interpretation services.
18. Make use of supervision, peer support, training and learning opportunities.

19. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any accident incident or potentially hazardous environment.
20. The post holder must work in general accordance with all other organisation's policies and guidelines at all times.
21. The post holder must at all times carry out duties and responsibilities with due regard to the organisations' equal opportunity policies and procedures.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to this grade, which are not listed above, at the direction of the line manager and/or CEO. The job description may be amended from time to time after consultation with the post holder.

Please see the Person Specification below.

PERSON SPECIFICATION				
Factors	Description	Essential	Desirable	Assessment
Experience/ Qualifications	No specific qualification – demonstrable experience and knowledge are most important.		√	App/Int
	At least two year's full-time (or two years' part-time) experience in an advice-giving or counselling, customer facing role, in either a voluntary or paid capacity.	√		App/Int
	Experience of using customer relationship management (CRM) databases.	√		App/Int
	Minimum of one-year direct experience of case working support preferably in a health-related, voluntary sector or similar environment.	√		App/Int
Skills	Competence in MS Office skills (in particular Outlook, Word and Excel).	√		App/Int
	Excellent written and verbal communication skills, with ability to communicate complex and sensitive issues with ease.	√		App/Int
	Proven ability to make effective decisions in a fast paced environment.	√		App/Int
	Excellent planning and organisational skills with good attention to detail and the ability to work on multiple tasks simultaneously.	√		App/Int
	Strong listening and communication skills, with understanding and empathy to help inform, challenge and influence effectively.	√		App/Int
	Work closely with the rest of Age UK Islington services teams, to demonstrate/be able to access up-to-date knowledge of the work of the organisation and current developments in services.	√		App/Int
	Ability to work independently and proactively with minimal supervision to deadlines, as well as being a supportive team player.	√		App/Int

	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	√		App/Int
	Ability to maintain confidentiality sensitively and appropriately.	√		App/Int
Knowledge	Knowledge of data protection and safeguarding procedures backed up with experience of using these processes.	√		App/Int
General	An understanding of the broad range of problems people of all ages including their family and carers in all situations (health & wellbeing) encounter in their daily lives and can offer appropriate information/advice and practical solutions.	√		App/Int
	Strong commitment to high standards of service delivery and customer care	√		App/Int
	Willingness to undergo further training or development.	√		App/Int

App = Application Stage

Int = Interview