

Information & Advice Adviser

Information & Advice Team

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

The Information & Advice (I&A) service is delivered across Lancashire offering support to approximately 2,300 older people with issues relating to welfare benefits, social care, housing, energy efficiency and scams awareness, every year.

We provide support through telephone calls, office appointments, outreach work, focus groups and home visits.

The job, in a nutshell

As an adviser, you will support clients to maximise their income by identifying any unclaimed benefit entitlements, supporting claim applications, and complete wellbeing assessments.

What you'll do for us / The Job

Advice work

You will be responsible for providing accurate, accessible, high-quality information and advice using the most appropriate method, either via telephone, office-based appointments or home visits

You will ensure all work meets the Age UK Information and Advice Quality Standards by Identifying and escalating specific issues for more specialist advice within the I&A team.

As part of your role, you will carry out full income maximization assessments for your clients. This will include checking entitlements to means tested benefits and considering eligibility to disability benefits. You will carry out assessments which include all in the household and any unpaid carers. You may be required to contact various external organisations to query or challenge decisions where appropriate.

You will liaise with Adult Social Care teams where care needs/financial assessments are needed.



Driving: This role requires you to have a full driving licence and appropriate business insurance.

DBS: This role requires you to have an enhanced DBS check, and associated costs will be met by the employee.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Information & Advice Team

What you'll do for us / The Job (continued)

Administration

You will be responsible for creating and maintaining accurate client records and files and ensuring client confidentiality and compliance with GDPR guidelines.

You will be expected to produce high quality advice letters in line with Age UK's Advice Quality Standards.

As part of the support you provide, you will contact your clients to discuss outcomes, gather and record outcome data, and consider any further action or onward referrals that may be required.

You will signpost and refer clients appropriately (internally and externally) and keep up to date with relevant local and national services, policy development and welfare benefits changes.

You will attend meetings and networking events in order to develop and maintain effective working relationships with other advice organisations, internal teams and local third sector and statutory organisations.

You will work closely with the Customer Service Manager and the Service Coordinator who will carry out regular file reviews and provide support and mentoring as required.

Key relationships

- ✓ The wider customer services team, including Customer Service Manager and Information and Advice coordinator
- ✓ The 0300 303 1234 team
- ✓ Community and advice organisations
- ✓ Age UK Lancashire service teams

"We spend so much time at work, it's important to enjoy your job. I've been here for four years and have never looked back."

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Must have

- ✓ Current knowledge of welfare benefits, and the assessment processes specifically relating to Pension Age benefits
- ✓ A good understanding of the skills and techniques used in interviewing clients by telephone, as well as face to face with the ability to remain calm and take a problem - solving approach.
- ✓ Experience of working within an agreed framework to achieve high standards, such as Quality of Advice Accreditation or similar
- ✓ Ability to prioritise workload and achieve targets within tight deadlines
- ✓ Competent in the use of IT systems, including Microsoft office Excel and Word, and CRM systems (such as Charity Log)
- ✓ Excellent communication skills, both written and verbal with a high level of attention to detail.
- ✓ A full driving license and access to a car

Great to have

- ✓ Knowledge and understanding of the wide range of issues affecting older people
- ✓ Knowledge of current health and social care policy and the issues affecting vulnerable adults / older people
- ✓ Experience of delivering effective information, signposting and referral service to clients
- ✓ Highly self-motivated, able to work confidently on own initiative and as part of a team

Other information

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

To comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings and training courses as required.

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