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**Job pack**

Adviser

**About Age UK Merton**

Age UK Merton is a charity registered with the Charity Commission and a Company Limited by Guarantee governed by its Memorandum and Articles of Association. In November 2011 we rebranded and became Age UK Merton (we were previously known as Age Concern Merton).

Age UK Merton is the leading voluntary sector providers of services to older people in the London Borough of Merton.

As we grow older we face new challenges and maybe even illness, loneliness or poverty. But that doesn’t stop us being ourselves. We still want to laugh, love and be needed. We want to stay independent and keep doing the things we love. We all want a fulfilling later life.  
  
That’s why Age UK Merton is here. We want to see a world where everyone can love later life. We support and speak up for those that need us. We believe that living longer should be celebrated and everything we do is to maximise well-being in later life.

**Our vision**

is for everyone in the borough to love later life

**Our mission**

is toensure that everyone in Merton has the opportunity to make the most of later life, whatever their circumstances, wants and needs.

To achieve our mission of making Merton a great place to grow old, we believe that everyone in Merton should have the opportunity to make the most of later life, whatever their circumstances, wants and needs. Our delivery of this will be achieved by three key objectives:

1. To provide practical advice and support for older adults
2. To improve social connection
3. To promote active ageing

**Our Staff** **and Volunteers**

A dedicated and committed team of 18 staff and 120+ volunteers enable us to provide the wide range of support as listed above. Our staff team are dedicated, well-trained and committed to providing the best services to older people in Merton. Our team is diverse and possess a range of skills from their previous roles further enhancing what Age UK Merton are able to deliver. Staff are encouraged to be innovative and suggest new ideas in our desire to be led by the needs of people in later life and the community in Merton.

Our team of volunteers continues to grow, reflecting the strength of volunteering in the local community. Volunteering comes in many forms; some volunteer weekly, others monthly and some on an occasional or seasonal basis.

**Our Trustees**

Our Board of Trustees brings a wide range of skills and experience to the governance of the organisation.

**Our Partners**

Age UK Merton is committed to working in partnership to provide many of our services. Some of our current partners are the London Borough of Merton, Merton CCG, Wimbledon Guild, Merton Vision and Carers Support Merton.

**Our role during the Covid-19 outbreak**

Age UK Merton is working closely with partners across health, social care and voluntary sectors to ensure that older adults are supported both practically and emotionally during the Covid-19 outbreak. Like many other organisations we have adapted to the rapidly changing situation to reduce risk of infection to staff, volunteers and our clients, who, by definition, are statistically more vulnerable. Many of our services are now delivered remotely, limiting face to face contact as much as practical but we recognise that certain essential elements of our work cannot be delivered without direct contact. For these, we have developed clear procedures and use of Personal Protective Equipment to ensure the safety of all stakeholders.

We anticipate that our services will be in demand more than ever the longer the outbreak continues and we are determined to ensure that older adults in Merton get the practical and emotional support they need.

**How to apply**

You can apply electronically or by post by sending your CV and a covering letter outlining your skills and experience in relation to the Job Description and Person Specification below. **Your CV should be no more than two sides.**

Please ensure that your covering letter demonstrates how your experience‚ skills and abilities meet the selection criteria set out in the Job Description and Person Specification. **Applications submitted without a personal statement will be rejected.** Please also ensure you complete the equal opportunities monitoring section at the end of your application form.

Please inform us of any reasonable adjustments we can make to support you through our recruitment process.

**Completed applications should be returned to us by 12 noon on Friday 19th June 2020.** Applications received after that time will not normally be considered for short listing. Completed applications must be sent to [rob@ageukmerton.org.uk](mailto:rob@ageukmerton.org.uk)ensuring you clearly identify in the email the post you are applying for.

Applications sent by post should be marked confidential and for the attention of Rob Clarke, Chief Executive at Age UK Merton, 277 London Road, Mitcham, Surrey, CR4 3NT.

If you have not heard by 5pm on Friday 19th June then you can assume that you have not been shortlisted.

**Interview Process**

**Interviews will take place on Monday 22nd & Tuesday 23rd June.** Due to Covid-19 we are reviewing options for the interview arrangements and will inform you of the details upon invitation. If you are successful we will e-mail or phone you as soon as possible after the closing date to let you know what the interview process will entail.

**Job Description**

**Job title:** Adviser

**Salary:** £24,000 to 27,000

**Hours:** 37.5 hours per week

**Responsible to:** Ask Us Anything Manager

**Location:** Elmwood Centre, 277 London Road, Mitcham CR4 3NT, also likely home working arrangements with frequent travel throughout the London Borough of Merton

**Contract:** Permanent

This role is funded by a grant from the City Bridge Trust

**Role Purpose:**

The role will provide information and advice, including casework, in a wide field of subjects, including welfare benefits, housing, health, community care, and local services, to older adults (65+) across the London Borough of Merton. Despite the rapidly evolving situation due to Covid-19 we anticipate that the role will deliver support face to face at our centre, in client’s homes, on the phone and by email.

**Summary of Duties:**

1. To explore the needs of older people holistically, identifying options and follow up actions
2. To respond to enquiries, providing high quality information and advice to older adults across multiple channels including face to face, clinics, home visits and telephone
3. To perform benefit checks using our benefits calculation programme
4. To support clients with forms and applications for benefits and other relevant matters such as accessible transport schemes e.g. Blue Badge, Taxicard, Dial-a-Ride
5. To act as the client’s representative where required
6. To complete case records and follow up actions on our confidential database
7. To collect and report monitoring information
8. To work with the Ask Us Anything Manager to support and train volunteers
9. To liaise with external partner agencies in order to promote, develop and deliver the service
10. To deliver outreach work and support events as required
11. To conduct work in line with all internal policies necessary to deliver a good quality service, including confidentiality, conflict of interest, and referral procedures

**General Duties**

1. To work in accordance with all Age UK Merton’s policies and procedures
2. To attend employee, team and supervision meetings as required
3. To attend events to represent Age UK Merton as required
4. To undertake any relevant training as may be required
5. To be flexible in undertaking any other duties required by the organisation which are consistent with the aim of protecting and advancing the welfare of the client group

**Person specification**

**Experience**

1. At least 2 years’ experience of providing information and advice to the general public. Experience of face to face service delivery is desireable
2. Experience of researching information from written and digital sources
3. Experience of working with statutory (NHS, Local Authority, DWP etc.) & voluntary sector organisations
4. Experience of working in a team

**Knowledge**

1. Strong knowledge in at least one of the following: housing, health, community care, money and benefits. Knowledge of local services in Merton is useful but not essential
2. Understanding of the challenges faced by older people in accessing advice and information (sensory, cognitive, mobility etc.)
3. Willingness to undertake and update knowledge and skills with training

**Skills**

1. Strong communication skills with an ability to relate to people at all levels and from a variety of cultural backgrounds
2. Strong communication skills suitable for dealing sensitively with clients who may be vulnerable and distressed
3. Ability to work competently across organisational boundaries
4. Ability to organise your own work to ensure that priorities and deadlines are met
5. Strong numeracy skills
6. Ability to write clear, concise, and comprehensive case notes and letters
7. Excellent IT skills particularly Microsoft word, email, Internet, and management database, such as Charity Log
8. Proven ability to function well, and contribute to, teamwork
9. A knowledge of, and commitment to, equal opportunities
10. A sound understanding of the need for confidentiality in the role, and an ability to work to defined policies and procedures
11. An understanding, and commitment to, the needs and dignity of older people and the contribution they make to society

**Other requirements**

1. An enhanced criminal records bureau check will be required in this post
2. An ability to undertake home visits for housebound and older people requiring travel across the borough
3. **Due to the nature of the role, a driver with own car is essential**

The Age UK Competency Framework

Age UK has 5 core competencies. These have been developed to shape our culture through the way we work. These are:

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| **Achieving Results -** Anticipates and seeks to solve problems. Understands processes and procedures. Takes responsibility for own work and personal development. Being accurate and achieving quality results**.** | **Effective Communication -** Actively listens and adapts message and communication style to appeal to the interest and level of audience. Questions and challenges information in a tactful, diplomatic and sensitive manner. |
| **Championing Age UK -** Fully understands Age UK and know your role within the charity. Understand the challenges of people in later life and promoting Age UK products and services. Be willing to share success and be a credible ambassador for Age UK. | **Focusing On The Customer -** Ability to identify customers in and out of Age UK and build positive relationships. Listens and acts on customer feedback and strives to provide a positive customer experience. Builds trusting and professional relationships with a diverse customer base and seeks to exceed customer expectation. |
| **Change & Innovation -** Generates and shares new ideas and finds creative solutions to current and future work issues. Embraces new change initiatives and adapts to new ways of working. Challenges existing ways of working and considers pros and cons of new ideas and choice of best option. | **Please note that as part of our recruitment process you may be asked competency based questions in your interview.** |