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**Job pack**

I&A Adviser

**About Age UK Merton**

Age UK Merton is an independent charity operating within the national Age UK network to provide services for older adults in the London Borough of Merton. Our role is to ensure that older adults can easily access the support, services and care they need as they get older.

**Our priorities**

We are passionate about making a difference to the lives of older people in Merton. Our Strategic Plan outlines our three key priorities to improve health and wellbeing by:

1. Providing high quality advice and practical support
2. Building social connection
3. Creating opportunities for lifelong active ageing

**Our vision**

A borough where everyone can love later life

**Our mission**

To make Merton a great place to grow old

**Our values**

We want to be known for:

**Accessibility** – The go to place for people to ask us anything about later life

**Collaboration** – Working with partners across sectors to get the best outcomes for Merton’s older adults

**Dynamism** – An organisation prepared to innovate, take risks and provide solutions

**Impact** – Empowering people and organisations to make a positive, tangible difference

**Integrity** – Robust privacy and confidentiality procedures - trusted staff and volunteers

**Kindness** – A supportive, empathic place to work, volunteer or receive support

**Quality** – Providing accredited, person-centred services, respected throughout the borough

**Sustainability** – Able to attract funding, generate income from diverse sources and maximise resources efficiently

**Our delivery plan**

To deliver against these priorities Age UK Merton has strong operational building blocks and performance management systems to create the right environment, internally and externally, for us to ensure our services are high quality and high impact.

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

Age UK Merton continues to work closely with partners across health, social care and the wider voluntary sector to ensure that older adults are supported both practically and emotionally as we emerge from the Covid-19 pandemic. Some of our services continue to be delivered remotely if appropriate but certain essential elements of our work have returned to being delivered face to face following appropriate and relevant safety guidelines.

Our services are in demand more than ever given the impact of the pandemic, and we remain determined to ensure that older adults in Merton get the practical and emotional support they need.

**Our Accredited Information & Advice Service**

The Information & Advice Service is highly regarded within the borough and accredited with the Advice Quality Standard (AQS) and Age UK Information and Advice Quality Programme (IAQP). We have developed the service over the last five years to provide high quality advice for older people to enable them to live more healthily, happily and independently in later life.

In 2020/21 the service worked with over 1,000 older adults across a range of issues including money and benefits, health, housing and care. During this time we assisted older adults to generate over £400,000 of previously unclaimed benefits and make informed choices about their lives.

**Job summary**

The I&A Adviser will have an essential role in the response to the impact of the Coronavirus pandemic, working directly with older people to triage and identify needs and provide advice to help people to access high quality support.

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 state pension age and above across the London Borough of Merton. We anticipate that the role will deliver support face to face at our centre, in client’s homes, on the phone and by email.

This is an exciting time to join the organisation at a period of growth in size and reputation and an opportunity to be at the heart of Merton’s ongoing response to Covid-19.

**How to apply**

Send 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 and covering letter no more than two sides also.

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 covering letter 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 as soon as possible.

**PLEASE NOTE - WE WILL BE INTERVIEWING CANDIDATES AS THEY APPLY, SO EARLY APPLICATIONS ARE RECOMMENDED.**

Completed applications must be sent to [johulton@ageukmerton.org.uk](mailto:johulton@ageukmerton.org.uk) ensuring you clearly identify in the email the post you are applying for.

If you have not heard from us within two weeks of submitting an application, you can assume that you have not been shortlisted.

**Interview Process**

Interviews will take place as applications are submitted. We expect these interviews to take place in person at our offices. We will advise you of the process if you are invited for interview.

**Job Summary**

We are recruiting a full-time I&A Adviser to join our exceptional Information & Advice Service. This is an exciting opportunity for someone with a good background in advice work to provide genuine, high impact person-centred, accredited advice for older people to help them improve their health and wellbeing.

Given the significant impact of Coronavirus on older adults, Age UK Merton has been successful with a bid to the City Bridge Trust to provide specialised advice for older adults on issues like money & benefits, community care, housing, health and transport.

This is an exciting time to join the organisation at a period of growth in size and reputation. You will be given training, regular supervision and development opportunities to help you excel in this role.

**Job title:** I&A Adviser

**Salary:** £26,000 to £29,000

**Hours:** 37.5 hours per week

**Responsible to:** Ask Us Anything Manager

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

**Contract:** Fixed term to 30 July 2025

This role is funded by a grant from the City Bridge Trust and subject to extension.

**Due to the nature of the role a car driver with access to own transport or ability to travel independently around Merton is important.**

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We anticipate that the role will deliver support face to face at our centre, in client’s homes, on the phone and by email. You will be joining an accredited (AQS) advice service, high calibre team and given opportunities to train and develop in the role.

**Summary of Duties:**

1. To explore the needs of older people, identifying options, providing high quality information and advice to older adults across multiple channels including face to face, clinics, home visits and telephone
2. To perform benefit checks using our benefits calculation programme
3. 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
4. To act as the client’s representative where required
5. To complete case records and follow up actions on our confidential database
6. To collect and report monitoring information
7. To work with the Information & Advice Manager to support and train volunteers
8. To liaise with external partner agencies in order to promote, develop and deliver the service
9. To deliver outreach work and support events as required

**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 12 months’ experience of providing information and advice to the general public. Experience of face to face service delivery is desirable
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