

Job Description

Life Connector Advisor

Hours of work: Minimum of 22.5 hours a week

Salary: £16,461.90 pro rata (based on 22.5)

About the role

This role is an expansion of our current advice offer in North Norfolk.

Working as part of the Proactive Intervention and Prevention Programme (PIPP), the Life Connector Adviser role provides practical, person-centred support to vulnerable adults (50 years and over) who are identified as frail, at risk of falling or who have related issues which impact wellbeing.

You will work to assess the needs of your allocated clients, co-produce and implement a Personalised Intervention Plan, and help them to remove any barriers that prevent them from addressing the issues identified.

You will work flexibly within local communities, travelling across your designated areas (predominantly North Norfolk) to visit people in their homes and via telephone. You will build trusted relationships and work with our existing experienced team and partner agencies to support clients in a holistic way that promotes independence and wellbeing delivering information and accredited advice with a focus on Welfare Benefits and money issues.



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Depending on the goals and needs of the individual, this may include:

- Providing information, advice and guidance to help people to gain the knowledge, skills, tools, and confidence so that they can overcome their personal challenges and reach self-identified goals.
- Referring to additional advice services where internal support is not able to provide relevant support.
- You will work alongside partner agencies within the Proactive Intervention and Prevention Programme, as well as other initiatives, to develop a preventative and sustainable approach. The support provided will be time focussed and time limited.

Detailed duties and responsibilities:

- To provide information and advice to older people, their carers and professionals, by a variety of means including telephone, face to face, written, outreach appointments and IT communication. This will include enabling older people and their carers to claim benefits as appropriate by assisting with benefit entitlement, application form completion and any follow up work as required. Alongside this providing Information and advice on other Advice topics will also be required including community care, legal etc.
- To use approved and relevant resources to support the information and advice given.
- To provide support around money management, budgeting, income maximisation, banking and bills.
- Establish relationships and build rapport and trust with individuals referred or otherwise identified for the service and support and encourage them to articulate their desired outcomes.
- Carry out structured check-ins at 2-3 weeks and again three months post-exit, identifying any unmet needs or regression and supporting re-engagement where appropriate. Complete structured check ins, evaluation and follow up at the required times with clients identifying any unmet needs.

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- To maintain accurate records in accordance with audit procedures and funder requirement.
- Gather and collate information, including case studies, in a prescribed format, in order to demonstrate the impact of the project.
- Provide support and training to the I&A service volunteers contributing to their experience, this will include the review of their work, ensuring any feedback is given in an appropriate format.
- To attend feedback meetings to review and feedback cases and incorporate learning into practice.
- Work alongside statutory and VCSE services and build strong relationships to coordinate person-centred support for clients.
- Working with the lead to ensure the effective and efficient use and support of volunteers in your area It is expected that the service will actively encourage older people to become volunteers.
- Contribute to local community development by identifying gaps in services, suggesting new or improved activities, and monitoring the effectiveness of commissioned support.
- To promote the Service by ways of talks, presentations, articles and interviews.

General:

- To act as an ambassador for Age UK Norfolk.
- To participate in the appraisal scheme and undertake training appropriate to the development of your job role and in line the Organisation's statutory obligations.
- To work to the agreed standards and policies of the Organisation.
- To carry out other duties that are consistent with the duties and responsibilities of the post.

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Person Specification

Education and Experience

Essential Criteria

- A high level of written and verbal English and Maths
- The post holder will have experience of dealing with people who have more complicated life challenges
- A good understanding of the needs and issues affecting Older People from a wide range of backgrounds and communities.

Desirable Criteria

- Previous experience of working with older people
- Previous experience of working with vulnerable people of any age
- Experience of working with people (in a professional or personal context) to Advocate for their views and wishes and get their voice heard.
- Managed or supported volunteers
- Experience of Social care and/or Welfare Benefits
- Experience in an advisory service preferably working directly with Older People
- Knowledge of the Advice Quality Standard and the importance of proving accredited advice

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Person Specification

Key Skills and Abilities	Personal Attributes
Essential Criteria	Essential Criteria
<ul style="list-style-type: none"> • Excellent Communication skills with a proven ability to communicate with older people who have communication barriers. • Ability to prioritise and plan work; take responsibility in decision making, be very well organised and work independently to meet deadlines. • Ability to be solution focussed when encountering obstacles as part of day-to-day work. • Ability to work under pressure. • Ability to use Microsoft packages e.g. word, Outlook and basic database systems. 	<ul style="list-style-type: none"> • Good listening • Flexible approach • Committed to working with older vulnerable people • Empathetic • Self-motivated • Passion to support vulnerable people



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Other Requirements

Essential Criteria

- This post is classed as having a high degree of contact with vulnerable adults and is exempt from the rehabilitation of offenders' act 1974. As a regulated activity, an enhanced disclosure will be sought through the Disclosure and Barring Service as part of Age UK Norfolk employment checks.
- Ability to travel independently across North Norfolk (mileage reimbursed).
- The post holder will work flexibly across the North Norfolk District areas from a variety of offices, working closely with partner agencies. The working environment may at times be challenging and varied so flexibility is very important.
- The post holder must be aware of, support and promote Equality and Diversity in all its forms and ensure that beneficiaries have equality of access to opportunities to participate.

How to apply

To apply for this role, please complete the application form on our [website](#) and email it to humanresources@ageuknorfolk.org.uk



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