

ADVICE WORKER JOB DESCRIPTION

Job title:	ADVICE WORKER
Department/Service:	Information & Advice Service
Place of work:	Bromsgrove Head Office and premises across the organisation, outreach venues, and in clients' homes. The role will also involve homeworking.
Responsible to:	Information and Advice Service Manager Chief Executive Officer
Hours of work:	30 hours per week (Job Share will be considered)
Salary:	£26,720 per annum, pro rata
Annual leave:	5 weeks plus bank holiday (pro-rata for Job Share)
Post:	Permanent
Start date:	As soon as possible

GENERAL INFORMATION

Age UK North Worcestershire is a registered charity which provides services for older people in north Worcestershire. It is a local, independent, non-profit organisation which is governed by a Board of Trustees.

The Information and Advice service provides comprehensive, high-quality information and advice to meet the needs of clients, and assists them to resolve issues regarding welfare benefits, social care and housing. We pride ourselves in offering a person-centred service to thousands of older people, their families and carers.

KEY RESPONSIBILITIES OF THE ROLE:

- To provide flexible support for clients through the provision of information and advice by telephone, email, and face-to-face appointments in the office, by home visit, and at outreach venues
- To perform benefit entitlement calculations and advise clients on their entitlement
- To assist with the completion of applications for benefits, allowances and grants
- To identify other sources of support and make referrals on behalf of clients
- To represent clients and liaise with Government departments, Councils, financial institutions and other agencies to progress their cases
- To create and maintain electronic case records using the charity's CRM system
- To contribute to reports and produce case studies as required by specific project funding, the Board of Trustees and other stakeholders
- To promote and foster awareness of the services provided by Age UK North Worcestershire, including representing the service at meetings and networking events
- To provide cover for other members of the team as requested by the Service Manager and according to the needs of the service
- To attend internal and external meetings as required
- To keep up to date on relevant changes in law, policies, procedures and services/support both locally and those affecting older people in general, including participation in internal and external training courses
- To work in accordance with the Age UK Information & Advice Quality Programme (QAS) and AQS standards

OTHER INFORMATION

- Age UK North Worcestershire is committed to equal opportunities, principles and practice.
- All staff, in their individual role and working collaboratively, will be expected to pursue the aims and objectives of Age UK North Worcestershire set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation (see Staff Handbook).
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.
- Age UK North Worcestershire is committed to staff and organisational development. We will identify training needs and will expect and encourage the involvement of all staff in meeting them appropriately.

THIS JOB DESCRIPTION IS INTENDED AS A SUMMARY OF THE MAIN DUTIES OF THE JOB HOLDER, WHO WILL FROM TIME TO TIME BE REQUIRED TO CARRY OUT OTHER ACTIVITIES NOT SPECIFIED IN THIS DOCUMENT.

**INFORMATION AND ADVICE OFFICER
PERSONAL SPECIFICATION**

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> • Minimum of 6 months experience of working in an advice or guidance setting • Knowledge of welfare benefits and entitlements for older people and/or people with disabilities and carers • Experience of communicating and liaising with individuals and organisations, both face-to-face and by telephone • Experience of creating and maintaining detailed records • IT literacy including use of emails, databases and online forms 	<ul style="list-style-type: none"> • Recent experience of benefits advice work including calculations of entitlement and form completion • Knowledge of health services, adult social care and housing services. 	CV / application Interview References
Ability to undertake training	<ul style="list-style-type: none"> • Demonstrable ability to follow a structured course and learn new skills 		CV / application Interview References
Communication Skills	<ul style="list-style-type: none"> • Excellent communication skills with an ability to communicate with a wide range of people in a professional and approachable manner • Ability to handle confidential, sensitive information and personal details professionally and in line with current legislation 		CV / application Interview
Disposition/Motivation	<ul style="list-style-type: none"> • Commitment to the values of Age UK North Worcestershire • Ability to organise and manage own workload and to work on own initiative 		Interview References

	<ul style="list-style-type: none"> • Ability to work as part of small team and contribute to the development of the I&A Service • Flexible, adaptable and self-motivated 		
Other specific requirements	<ul style="list-style-type: none"> • Full current driving licence and access to transport • Good numeracy and literacy skills 	CV Interview	