

## **INFORMATION AND ADVICE OFFICER JOB DESCRIPTION**

Job title:	Information and Advice Officer
Place of work:	Location will be determined by business need but will include working in premises across the organisation, outreach venues and in clients' homes. The role will also involve working from home.
Responsible to:	Information and Advice Manager Chief Executive Officer
Hours of work:	37 hours per week (Job Share will be considered)
Salary:	Up to £13.89 per hour (dependent on experience)
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 the benefit of 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 a comprehensive, high quality service offering information, advice, signposting and other support as appropriate to meet the needs of clients. We pride ourselves in offering a local, person-centred service to thousands of older people and their carers.

### **KEY RESPONSIBILITIES OF THE ROLE:**

- To provide flexible support through the provision of information and advice by telephone, face-to-face in the main offices, and by undertaking home visits and outreach sessions according to project requirements.
- To provide cover for other members of the team as requested by the Information and Advice Manager and according to the needs of the service.
- To provide prompt, accurate and consistent information and advice in response to enquiries made by older people and others acting on their behalf.
- To advise on the range of welfare benefits and entitlements available and to assist clients with the completion of benefit checks, applications for benefits, allowances and grants etc.
- To liaise with other agencies/information providers to receive and make referrals on behalf of clients where appropriate and to develop local networks and contacts.
- To maintain records and electronic case notes as required using the Charitylog database system and in accordance with the Age UK Information & Advice Quality Programme (QAS) standards.
- To undertake clerical work including input and retrieval of computer information, photocopying and filing as necessary to assist in the smooth running of the service.
- To maintain and produce written and verbal statistics, reports and case studies as required by specific project funding, the Board of Trustees and other Stakeholders.
- To contribute to the production and distribution of internal documents such as factsheets and publicity materials, ensuring that information is widely available, up-to-date and accurate.

- To promote and foster awareness of the projects / services provided by Age UK North Worcestershire, including attendance at meetings and networking events as necessary.
- To liaise and work with other Age UK North Worcestershire staff and volunteers for practical support and information to support the effectiveness of the I&A service.
- To attend internal and external meetings as required.
- To assist the Information and Advice Manager in researching new sources of funding and provide support in making funding applications.
- To keep up to date on relevant changes in law, policies and procedures and services/support both locally and those affecting older people in general, including participation in internal and external training courses as appropriate.
- To assist in the development of good practice in providing information and advice services and carry out required responsibilities to conform with the Information and Advice Quality Programme (QAS).

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

	<ul style="list-style-type: none"> <li>• Flexible, adaptable and self-motivated</li> </ul>		
<b>Other specific requirements</b>	<ul style="list-style-type: none"> <li>• Full current driving licence and access to transport</li> <li>• Good numeracy and literacy skills</li> </ul>		CV Interview