

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Information and Advice Officer
<b>JOB LOCATION:</b>	The Round House, Ashington / Remote
<b>HOURS:</b>	
<b>SALARY:</b>	£24,297.00 pro rata
<b>CONTRACT:</b>	Full/Part time
<b>RESPONSIBLE FOR:</b>	The provision of information, advice, casework and reporting in or order to support our 50+ community.
<b>PURPOSE OF THE ROLE:</b>	To offer a person-centred approach to information and advice to enable older people to remain independent, be involved in their community and experience an active and fulfilling life.

### THE MAIN DUTIES OF THE ROLE:

The person appointed will work as part of a team of paid and voluntary staff.

- To be an active member of the Charitable Services team
- To deliver a person-centred service covering welfare rights, housing, social care and local advice according to client needs. This will include information, signposting, advice work and casework.
- To carry out home visits, outreach appointments, deal with telephone enquiries and appointments in house.
- To ensure the Information helpline operates in line with the required hours of operation.
- To act on behalf of and with permission of clients, including correspondence, filling in forms and seeking information from third parties.
- To manage own caseload with minimal supervision and work in close partnership with other agencies that provide information and advice.
- To assist in developing the knowledge of volunteers and support them with more complex enquiries.
- To assist in supervising and training a team of volunteers as and when required.
- To maintain Charity Log database; keep full and accurate records of work done including case records and statistics, providing reports as required.
- To provide talks and presentations to local groups about the service Information and Advice offer.
- To work within the Age UK Northumberland policies and procedures and to ensure compliance with all relevant service standards and legislation, including

for example; external compliance standards; the confidentiality of client information; any other data protection requirements; Health and Safety and monitoring of equal opportunities.

- To develop and maintain effective relationships with clients, their carers and all other key individuals and/or groups whilst demonstrating a positive commitment to providing good customer service at all times.
- To communicate effectively by maintaining clear concise and open communications at all times, ensuring the Line Manager is kept fully informed and updated.
- Demonstrate personal leadership by contributing towards continuous service improvement adopting a positive approach to change and willingness to seek solutions to resolve the day to day challenges of delivering effective services for older people who live in Northumberland.
- To attend regular formal supervision with the Line Manager and undertake training to update skills and knowledge appropriate to the role.
- Willingness to work outside normal working hours on occasion if required and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.
- Strictly observe the need to be discreet with personal, sensitive information and adhere to the rules of confidentiality and the Data Protection Act.
- Collaborate with the Volunteer Co-ordinator in ensuring that volunteers are supported in their roles within the organisation to achieve the desired outcomes.
- Any other duties as delegated.

## **Appendix A – Age UK Northumberland Values**

### **VALUES:**

Age UK Northumberland has devised a set of values which underpin the purpose, objectives and the day to day activities of those connected with the organisation. As such, employees and volunteers, including trustees, are expected to understand and 'live' the values of the organisation whilst undertaking their responsibilities and activities. Examples of 'values in action' can be found in application packs and in the performance management policy and documents.

**The AUKN Values below are relevant and can be applied to both the internal and external environment.**

respect and empathy

empower

trust and integrity

inclusion

community

### **Values in AUKN Behaviours - we pride ourselves on:**

showing consideration for all

being motivated to make a difference and promoting independence

always seeking to do the right thing

embracing difference

building connections

deliver service excellence

## Appendix B – Person Specification Information and Advice Officer

### Person Specification:

#### Education:

- Essential:
  - 5 x GCSE (A-C) including English and Maths
  - NVQ level 3 Information Advice and Guidance or equivalent
- Desirable:
  - NCQ level 4 Information Advice and Guidance or equivalent

#### Experience:

- Essential:
  - Experience of managing complex and varied caseloads.
  - Sound Knowledge of Welfare Benefits, housing, social care and other issues affecting older people.
  - Working with and supporting volunteer
  - Experience of working as an Adviser, either in a paid or volunteer capacity
  - A knowledge and understanding of the needs of older people and issues which affect them
  - Data management, word processing and IT skills
  - Contributing to service evaluation
  - Working in partnership
  - Excellent organisation skills and the ability to maintain accurate and concise records
  - Working in an Information and Advice Service
  - Volunteering or working in the Charitable sector

#### Skills & Attributes:

- Essential:
  - A high level of interpersonal skills and the ability to work effectively with a range of different people
  - Coaches and leads by example
  - Customer focused
  - Able to work in a busy environment
  - Ability to think creatively, be able to come with innovative, imaginative and engaging ideas and to plan and think and work on own initiative

- Sound analytical skills and ability to reflect on own and others practice
- Able to cope under pressure
- Ability to work in a non-discriminatory way and demonstrate a commitment to equal opportunities
- Willingness to consent to an Enhanced Disclosure through DBS check
- A full driving licence and use of car for work (covered by business class insurance)

**Other Relevant Factors:**

- Essential:
  - A full driving licence and use of car for work (covered by business class insurance)
  - Car owner-driver