

J O B D E S C R I P T I O N

Information and Advice Caseworker Age UK Plymouth

1. SUMMARY

To support the Wellbeing, Information and Advice Manager and the Director of Services to provide accurate, impartial and comprehensive information and advice to older people within Plymouth.

To provide a high standard of face to face advice in accordance with agreed procedures.

To provide a high standard of written replies, to both postal and email enquiries, in accordance with agreed procedures.

This role is currently based at the William and Patricia Venton Centre, but may be subject to change in order to meet the needs of the business.

2. KEY RESPONSIBILITIES

- a) Provide accurate, impartial, and person-centred information and advice to older people, their families and carers, whether in person, by phone, or in writing, in line with Age UK Plymouth's policies and procedures.
- b) Record all client contact clearly and efficiently using Age UK Plymouth's CRM system (Charity Log), ensuring records are accurate, timely, and meet data protection and quality standards.
- c) Where applicable, to work together with service users to complete an individual assessment of need and ensure income maximisation through the uptake of appropriate benefits.
- d) Where appropriate and with the client's consent prepare and present cases to the appropriate statutory bodies, tribunals and courts.
- e) To provide person centre outreach information and advice services to individuals as deemed necessary and appropriate to their needs from within all Age UK Plymouth Centres & other locations as directed by senior management.
- f) To work closely with other members and colleagues within Age UK Plymouth to ensure that a seamless, high quality service is delivered to individuals and to champion Age UK Plymouth and fairly represent the Charity and all its services.
- g) Keep up to date with all new and amended policies and procedures.
- h) Take part in initial and on-going training as required including current legislation, case law, and social policies in relation to the role.
- i) To provide cover to other Information and Advice team members as required.
- j) To maintain accurate case records and service user feedback, providing this to line manager on a regular basis to assist in the achieving and monitoring of key

performance targets (meeting required outcomes) as specified within Age UK, Age UK Plymouth and any external contracts (either formal or informal) requirements.

- k) To attend relevant internal and external meetings and presentations as agreed with the line manager and represent the service as appropriate.
- l) Take part in team meetings, briefings and one to one sessions to ensure delivery of a high level of service.
- m) To work flexibly to the needs of the service which may include some evening and weekend working and cover for colleagues as requested by the post holders line manager.

GENERAL

- a) To comply with the Charity's Health & Safety policies and other relevant policies and procedures as contained in the Employee Handbook and as appropriate to the post and operational guidelines.
- b) To assist and take part in Age UK Plymouth profile raising events.
- c) To uphold and promote Age UK Plymouth's Equality & Diversity Policy and ensure effective implementation in all aspects of service delivery and employment.
- d) To ensure the requirements of the Data Protection Act are complied with when carrying out the specific duties of the post.
- e) To undertake such other duties as are reasonably appropriate to the post.

4. UNDERTAKING

I understand and accept my responsibilities and the Conditions of Service for the post of Information and Advice Caseworker for Age UK Plymouth.

Signed _____

Date _____

Name _____

(PLEASE PRINT)