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

Information and Advice Community Caseworker Age UK Plymouth 3 year fixed term contract

SUMMARY

To support the Wellbeing, Information and Advice Manager and the Director of Services in delivering accurate, impartial and comprehensive information and advice services to older people across Plymouth.

The Information and Advice Community Caseworker will deliver free, confidential and independent information, advice and casework support within community settings across Plymouth, with a focus on reaching disadvantaged people aged 50+ who may face barriers to accessing services due to deprivation, social isolation, poor transport links, health inequalities or digital exclusion.

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

The role is community-based and involves regular outreach delivery within community venues across Plymouth.

KEY RESPONSIBILITIES

- a) Provide accurate, impartial, confidential and person-centred information, advice and casework support to older people, their families and carers in accordance with Age UK Plymouth policies, procedures and quality standards.
- b) Deliver community-based outreach information and advice sessions across Plymouth, including drop-in services and pre-arranged appointments.
- c) Support individuals with a range of issues including welfare benefits, housing, access to care and support services, health and wellbeing, community safety, social isolation and other matters affecting later life.
- d) Oversee and support Information and Advice Community Volunteers during outreach activities, providing day-to-day direction and supervision to ensure they contribute effectively, safely and in accordance with Age UK Plymouth policies and procedures.
- e) Work proactively to engage older people who may be isolated or experience barriers to accessing advice and support services, particularly within areas of deprivation and disadvantage.
- f) Record all client contact clearly and efficiently using Age UK Plymouth's CRM system (Charitylog), ensuring records are accurate, timely and meet data protection and quality standards.

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- g) Where applicable, work together with service users to complete an individual assessment of need and ensure income maximisation through the uptake of appropriate benefits, grants and other financial support.
 - h) Assist clients to complete applications, forms, appeals and other documentation as appropriate.
 - i) Maintain appropriate casework support and follow-up contact to ensure positive outcomes are achieved.
 - j) Where appropriate and with the client's consent, prepare and present cases to the appropriate statutory bodies, tribunals and courts.
 - k) Develop and maintain positive working relationships with community organisations, health and social care partners, housing providers and other stakeholders to promote access to information and advice services.
 - l) Identify emerging issues, gaps in provision and unmet needs within local communities and report these to the line manager.
 - m) Work closely with colleagues within Age UK Plymouth to ensure a seamless, high-quality service is delivered and to champion Age UK Plymouth and its services.
 - n) Promote awareness of Age UK Plymouth services and support appropriate referrals into internal and external services.
 - o) Maintain accurate case records and service user feedback and provide this to the line manager as required to support performance monitoring and contractual outcomes.
 - p) To provide person-centred outreach information and advice services from community venues, Age UK Plymouth Centres and other locations as directed by senior management.
 - q) To take part in initial and ongoing training as required, including keeping up to date with current legislation, case law and social policies relevant to the role.
 - r) 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 holder's 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 undertake lone working in accordance with Age UK Plymouth's Lone Working Policy and associated risk assessments.
- c) To assist and participate in Age UK Plymouth promotional, engagement and profile-raising activities.

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- d) To uphold and promote Age UK Plymouth's Equality & Diversity Policy and ensure effective implementation in all aspects of service delivery and employment.
 - e) To ensure the requirements of the Data Protection Act are complied with when carrying out the specific duties of the post.
 - f) 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 Community Caseworker for Age UK Plymouth.

Signed _____

Date _____

Name _____

(PLEASE PRINT)