

Veterans Information Coordinator

Line Manager:	Services Manager
Based at:	The Bradbury Centre, Kingston Road, Portsmouth
Contract Type:	Fixed term to 18 November 2022
Salary:	£20,500 per annum
Hours:	37 hours per week

Special Conditions:

DBS disclosure at enhanced level is required prior to any offer of employment; this post is exempt from the Rehabilitation of Offenders Act 1974.

Age UK Portsmouth (AUKP) is an independent charity which provides high quality and accessible services for adults and elderly people living in the City of Portsmouth. The charity generates funds through specific service provision contracts, charitable grants, donations, mobility support products, legacies and via statutory bodies.

Purpose of the job:

The Veterans Information Coordinator will provide information and advice to older people and veterans, including benefits checks, using person-centred support to ensure connections with appropriate services in-house, or suitably referred onwards.

You will be based at AUKP's Bradbury Centre in Kingston Road but will also be expected to actively promote the Veterans Information Project through initiating contact and engaging with veterans and veterans support organisations throughout Portsmouth and South-East Hampshire.

Main duties and responsibilities:

Provide accurate, comprehensive, impartial, timely and relevant information and advice to all enquirers in accordance with agreed policies and procedures.

Independently conduct home visits for people who are house-bound and are unable to travel to the Bradbury Centre.

You will respond to referrals and provide support to clients' wellbeing by identifying and encouraging successful achievement of their own personal goals.

Keep extensive records and continuously update our Client Record Management system, CharityLog, with all relevant content sources, actions, appointments and referrals; scanning hard copy correspondence and attaching it to appropriate Service User details i.e. from telephone calls, emails and postal data.

Administration and electronic folder management in compliance with AUKP's quality assurance mechanisms will require advanced expertise in IT ensuring the efficient operation of the Veterans Information Project.

Ensure that information, advice and support provided is in line with the Department of Work and Pensions (DWP) Alternative Office system guidance.

Conduct and record interactions at regular presentations and outreach sessions, event attendance, referrals and follow-up contact throughout Portsmouth and surrounding local areas, so own transport is essential.

Recruit and support volunteers with caseloads ensuring cases remain manageable to meet targets.

Engaging and supervising volunteers (in line with AUKP's policies) in regular weekly sessions, covering for absence when possible and supporting caseload management to ensure volunteer workloads remain realistic and on schedule.

Provide workload cover across the Enquiries services, including reception, in the event of absence.

Work closely with the Information & Advice and Veterans Socialisation teams, providing support to ensure targets are achieved and staff cover as required.

Keep subject and legislation knowledge up to date and attend appropriate training.

Monitoring and reporting

Provide regular quarterly monitoring information, in the required format, to the Services Manager and Executive Team.

Support delivery outcomes and outputs to the specification of the project targets.

Write and collate monthly case studies as requested for the monitoring of all AUKP projects; adding to the AUKP central Case Study Library.

Liaise regularly with other AUKP departments and services to assist in achieving holistic support for Veterans.

Ensure projects are delivered on target, time and budget, collating electronic management records for each service user.

Quality:

Support the adherence to the Age UK Information and Advice Quality Programme of all work undertaken.

Provide your Line Manager with updates to forms and policies and procedures in line with requirements and in accordance with General Data Protection Regulation.

General Requirements:

Attend staff meetings, join working parties and project groups as appropriate and engaging in supervision.

Promote the Veterans Information Project and all AUKP services throughout statutory, voluntary and other sector partners.

Promote the welfare and safety of vulnerable adults and respond to disclosures or observations of abuse in line with AUKP's Safeguarding Policy.

To comply fully with obligations under the General Data Protection Regulation, in respect of all processing of personal data including obtaining written consent from a data subject in order to process their details.

AUKP operates a No Smoking policy and all staff are required to comply.

This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

Person Specification

Principal Attributes: Essential for the post

- Educated to Level 3 or equivalent as minimum
- GCSE A-C in maths and English or equivalent qualification or literacy/numeracy skill
- Experienced in delivering information, advice and guidance, with a good knowledge of welfare benefits entitlements, housing options and health & social care
- Have experience of working with veterans is preferred, with a background and experience in a military or care related field e.g. social care, health setting
- Ability to write concise and formal reports, capturing all programme detail ensuring outcomes recorded for future research and better understanding of person-centred intervention
- Expertly use IT systems, specifically the Microsoft Office suite including Outlook, Word and Excel
- Ability to positively, clearly and sensitively communicate, whilst actively listening to a diverse range of people in a wide range of formats
- Approachable and available to vulnerable people, actively asking for and taking into account others' views and opinions
- Ability to research or seek guidance from external organisations including Department of Work and Pensions and Veterans UK to identify resolutions to more complex queries
- Able to acknowledge, respect and respond to individual differences and diversity requirements
- Excellent team player who jointly facilitates the support and motivation of the team and wider AUKP work, as well as being able to work on own initiative and make appropriate decisions
- Excellent organisational skills to enable you to manage your workload effectively, ensuring your targets and deadlines are met, whilst remaining calm under pressure
- Excellent customer service skills whilst being a positive representative of Age UK Portsmouth
- Ability to look for and act on opportunities, including working with others, to improve services for clients, with regard to promoting independence and reducing risk
- Able to meet new challenges and problems in a positive, outcome focused way
- Collaborative approach with flexibility to work occasionally outside office hours
- Ability to travel independently around the City and surrounding areas

Other Duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Portsmouth reserves the right to update your job profile to reflect changes in, or to, your post.

Diversity

Age UK Portsmouth believes that everyone has the right to be treated equally and that diversity of groups and individuals should be embraced, valued, and respected. Age UK Portsmouth is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation; to support this, Age UK Portsmouth has a number of policies that you should ensure you are familiar

with and compliant to. All policies are available on the Charity's share drive. Any breaches may lead to termination of employment.

Health, Safety and Environment

You are responsible for ensuring that workplace responsibilities within I&A are carried out with full regard to, and in support of, Age UK Portsmouth's Health and Safety and Environment Policies.

Data Protection

You will responsible for ensuring that workplace responsibilities are carried out in compliance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018, especially concerning confidentiality, treatment of personal information and records management.

Disclosure & Barring Service formerly the Criminal Records Bureau

All Age UK Portsmouth staff are required to hold Disclosure Service certification from the Disclosure & Barring Service formerly the Criminal Records Bureau (CRB). New members of staff will be required to submit an application to achieve Disclosure Service certification as part of Age UK Portsmouth's staff recruitment process.

Further information about the Disclosure Service is available from the DBS website at <https://www.gov.uk/disclosure-barring-service-check/overview>.

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Equal Opportunities

AUKP believes in the value and dignity of all people of all ages and it is expected that all employees and volunteers will actively encourage and include such an ethos in all their work.

PERSON SPECIFICATION

Responsibility	Personal criteria Experience, skill, ability or knowledge required	Criteria	
		E	D
Knowledge and qualifications	<ul style="list-style-type: none"> Educated to Level 3 or equivalent in a relevant subject area i.e. military, health, social care, leadership etc. Experienced in delivering information, advice and guidance, with a good knowledge of welfare benefits entitlements, housing options and health & social care An understanding of the needs and concerns of older people and in particular veterans Knowledge of statutory, military and voluntary agencies in Portsmouth and surrounding areas 	X	
Skills	<ul style="list-style-type: none"> Ability to write concise and formal reports Excellent written and oral communication skills Expertly use IT systems, specifically the Microsoft office suite Collaborative approach to working with other organisations Able to meet new challenges and problems in a positive, outcome focused way 	X	
Experience	<ul style="list-style-type: none"> Working confidently with a range of partner organisations particularly within a military setting Analysis, recording and interpretation of electronic data Excellent communication and presentation skills Track record in organising and recording events and presentations 	X	
Personal attributes	<ul style="list-style-type: none"> Approachable and available to vulnerable people, actively asking for and taking into account others' views and opinions Excellent team player who jointly facilitates the support and motivation of the team as well as being able to work on own initiative Able to meet new challenges and problems in a positive, outcome focused way 	X	
General	<ul style="list-style-type: none"> Car owner able to travel independently around the City and surrounding areas accessing partner organisations and home visits. Flexibility to work occasionally outside office hours 	X	X
Criteria: E – Essential D-Desirable Evidenced through: Application, CV, DBS, documentary evidence, interview, task and references			