

## AGE UK REDBRIDGE, BARKING AND HAVERING

### JOB DESCRIPTION Ref: 8/2022

**JOB TITLE:** Advice & Information Worker - Havering

**HOURS:** 28 Hours per week

**SALARY:** £23,686 pro rata; (£18,949 actual for 28 hrs/wk)

**REPORTS TO:** Senior Manager - Advisory & Wellbeing Services

**ANNUAL LEAVE:** 28 days pro rata inclusive of public holidays.

Age UK Redbridge, Barking & Havering offers an Advice & Information service to support older people living in the boroughs of Redbridge, Barking & Dagenham and Redbridge which is free, independent and confidential to older people, their relatives, carers and friends. We offer support with benefits maximisation to make sure people receive everything they are entitled to, housing issues, social care needs, health and disabilities, advice on energy efficiency and fuel poverty, to assistance with form filling and leisure

This role requires the worker to work independently and manage their own caseload but be part of the wider team and be aware of the other services provided by Age UK Redbridge, Barking & Havering. The post involves both office based, home visit and outreach work at a variety of locations across the borough.

#### 1. SERVICE DELIVERY & QUALITY ASSURANCE

- To provide an impartial and confidential service, including casework, which is focused on the needs of the older person and their carers at Age UK Redbridge, Barking and Havering offices and other appropriate locations. Carried out by telephone, face to face, email and in outreach environments including clients' homes.
- Support with income/benefits maximisation to make sure people receive everything they are entitled to, housing issues, social care needs, health and disabilities, advice on energy efficiency and fuel poverty, to assistance with form filling and leisure
- To manage and maintain a caseload of clients through support via phone, email, letters, face to face at the client's home, office or other agreed outreach locations.
- Where appropriate to act on a client's behalf and represent their interests with third parties by letter, telephone and/or in person.

- To support clients with a person centred approach and enable them to achieve their goals within the resources of the services Present and discuss information with clients in an accessible form enabling them to identify and reach suitable outcomes.
- To adhere to Advice & Information services Age UK I&A Quality Programme (IAQP) and the AQS (Advice Quality Standard)
- To ensure that accurate records are maintained on Charity Log and kept up to date
- To monitor the impact of the service on the client's well-being and follow up appropriately.
- To support older people with Financial literacy
- To keep all other aspect of admin work up to date to reflect the day to day work with the service users and participate in office duties such as answering the phone or covering colleagues (when appropriate)
- To promote the work of the Advice & Information service and in general the whole organisation.
- To ensure that all Information Leaflets and Guides are up to date, reorder materials and regularly keep a check on details of Local and National Organisations that we signpost and refer to.
- To undertake supervision and training as determined by your line manager
- To attend meetings as directed and participate in organisation events
- To accept referrals from the Advisory and Wellbeing Senior Manager & Senior Advice & Information Case Worker to undertake client work in appropriate locations.
- To keep up to date with relevant legislation and policies, locally and nationally.

## **2. Service Development**

- To identify opportunities for joint working with voluntary and statutory sector partners to promote the Advice & Information service and to devise and implement ways of reaching isolated communities of older people with those needs.
- To forge effective working relationships and contribute to the Advice & Information Team as well as to other teams within the organisation.
- To contribute to the learning and development of the Advice & Information Team by participating in events, training, forums and meetings on behalf of the team and the whole organisation.
- To respond to external requests for Advice and Information, including external partners' learning via shadowing, input to meetings or presentations.

### **3. Contribution to the general running and ethos of Age UK Redbridge, Barking & Havering**

- Participate with other staff in ensuring the involvement of users in the planning and development of services as appropriate
- Ensure service users are referred to and access other Age UK Redbridge, Barking & Havering services as needed
- Abide by all Age UK Redbridge, Barking & Havering's policies and procedures with particular regard to Equal Opportunities, Health and Safety, Confidentiality & Safeguarding
- Undertake any other duties that may from time to time be reasonably required to participate in events to promote the organisation including occasional evening and weekends

## Person Specification

### Essential

- An understanding of the factors affecting older people's lives and their Carers, especially with regard to financial exclusion, fuel poverty, mobility, social isolation, keeping independent and digital exclusion.
- Understanding of welfare rights and benefits system together with numeracy skills in order to calculate benefits.
- Ability to act independently, supporting, enabling and representing the interests of older people
- Understanding of services available to older people from statutory and voluntary organisations
- Knowledge of relevant quality assurance systems.
- Knowledge of welfare reform changes
- Knowledge of the statutory UK framework of benefits and pensions for individuals, and financial support available from charities.
- Able to work under pressure and meet deadlines.
- Experience of working effectively in a small team and able to work under own initiative if required.
- Computer literate, able to use email, the internet and web searches as a minimum and data input in database.
- Experience of record keeping and meeting targets.
- Excellent communication skills, both verbal and written.
- Numerate and literate, able to supply KPI monitoring reports as required.
- Experience of multi-agency working with the ability to create effective links with professionals in all relevant sectors.
- An understanding of equalities issues and an ability to apply this to services.
- A positive attitude towards ageing and older people.
- Experience of working with diverse communities with the ability to communicate tactfully and diplomatically, both verbally and in writing, with people from a range of backgrounds.
- A flexible attitude towards the working environment.
- Willing to have DBS check

### Desirable

- Ability to speak other languages which reflects the diverse communities in Redbridge, Barking & Dagenham and Havering.
- Experience of providing information, signposting and advice.

