**Advice & Information Team Leader**

**Job Details:**

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| **Job Title** | **Team Leader –Advice and Information** |
| **Reporting to** | **Senior Manager - Advisory & Wellbeing Services** |
| **Based at** | **Age UK Redbridge, Barking & Havering**  |
| **Working Hours** | **Full Time 35 hours per week** |
| **Salary** | **£29,000 p.a.** |

 **Age UK Redbridge, Barking & Havering Mission and Aims**

Age UK Redbridge, Barking & Havering exists to improve and maintain the quality of life for older people living in the London boroughs of Redbridge, Barking and Dagenham & Havering. We seek to achieve this aim by:

* Ensuring that older people have dignity, respect, choice and that their voices are heard
* Ensuring that services are provided in a sensitive and approachable manner
* Being a focus of advice and help for older people

**Job Role & Purpose:**

Age UK Redbridge, Barking & Havering offers an Advice & Information service to support older people living in the boroughs of Redbridge, Barking & Dagenham and Havering 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

The Team Leader is required to work independently and provide line management for a small team of Advice and Information Workers and Volunteers as well as 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. Working closely with the Admin Support Volunteer and Advice Workers to triage, allocate and prioritise referrals based on the urgency of the referral.

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|  **Team Leader- Advice and Information**  **Job Description and Person Specification** |
| 1. **Service Delivery & Quality Assurance**
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| * To provide an impartial and confidential service, including casework, which is focused on the needs of the older person.
* To ensure Age UK Redbridge, Barking & Havering complies with the 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 and that requests for contract monitoring information are fulfilled, producing monitoring reports as requested
* To provide line management and Case Work Supervision/support to existing Advice & Information Workers
* To carry out Independent File Reviews of Advice & Information Casework for the team
* To work closely with existing and new Advice & Information Service Volunteers and Reception Volunteers by providing ongoing training, mentoring and supervision.
* To ensure that Age UK Redbridge, Barking & Havering’s policies and procedures are followed.
* To support clients with a person centred approach and enable them to achieve their goals within the resources of the services
* To monitor the impact of the service on the client’s well-being and follow up appropriately.
* 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 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.
* To keep all other aspects 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.

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| 1. **Service Development**
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* To build and maintain links with a range of external organisations across the statutory and voluntary sector to refer and signpost clients into as well as encourage effective partnership working
* 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.

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| 1. **Contribution to the general running and ethos of Age UK Redbridge, Barking & Havering**
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* Establish strong links with other Age UK RBH staff and contribute to the wider aims and objectives of the organisation.
* Take part in Age UK RBH events and activities as agreed.
* To attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction.
* To attend staff meetings, training courses and other meetings as required.
* To comply with Age UK Redbridge, Barking & Havering policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality.
* Attend training courses as required.
* To be committed to Age UK Redbridge, Barking & Havering policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to the Senior Manager and that safeguarding is embedded in all decisions and actions.
* To show flexibility and a willingness to cover for other staff.
* To carry out any other duties as may be reasonably required from time to time.

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| **Person Specification** |

**Essential*** An understanding of the factors affecting older people’s lives and their Carers, especially with regard to mobility, isolation and keeping independent.
* Understanding of services available to older people from statutory and voluntary organisations
* Knowledge of relevant quality assurance systems.
* Understanding and experience of carrying out Independent File Reviews / Peer Case Reviews
* 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.
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