



## **INFORMATION & ADVICE MANAGER**

### Job Description

**Hours:** Full Time 35 Hours (Part Time 28 Hours will also be considered)

**Responsible to:** Deputy Chief Executive

**Location:** White House Community Centre, Hampton. Some home working also possible.

**Responsible for:** Information & Advice Advisors, Volunteers

#### **Purpose of the job:**

Age UK Richmond provide Information & Advice to older people throughout the London Borough of Richmond upon Thames. Our Information & Advice service is part of a suite of services that helps older people live healthy independent and happy lives.

The Information & Advice Service currently has three delivery areas: a 'First Contact' helpline that also acts as a gateway into Age UK Richmond; specialist Welfare Benefits support and Advice Extra. Advice Extra provides in depth case work support on a range of topics.

This role would involve:

- Managing and supporting a small Information & Advice team, including advisors and volunteers.
- Directly providing advice, with responsibility for the directly delivering the Advice Extra project in particular.
- Ensuring the Information & Advice team meet KPI's set by funders and look to improve the outcome and feedback monitoring where possible.
- Working in partnership with other local services and looking for development opportunities.
- Ensuring the provision of consistent quality advice in accordance with our quality standards.

The role will require visits to the houses of older people, with Covid-19 social distancing and hygiene measures in place.

## **Main Responsibilities:**

1. Manage the Information & Advice service including ensuring users are given prompt, accurate, confidential, relevant and complete advice.
2. To line manage and support Information & Advice advisors and volunteers. Look for ways to further utilise volunteers within the service.
3. Provide support and guidance to staff and volunteers when dealing with contentious and complex cases including benefits, family issues, housing and Power of Attorney.
4. Directly provide advice related support to older people in over the phone, in their own homes or in other community locations. Topics could include access to care; financial difficulties; housing; scams; independent living; welfare benefits and family issues.
5. Be responsible for managing a caseload of referrals.
6. Take a holistic approach by signposting / referring older people to other support and services that may be of benefit.
7. Ensure all tasks and record keeping are in line with the Advice Quality Mark, and lead on ensuring this accreditation is maintained including regular case checking and file reviews.
8. Ensure records of the Information & Advice services interventions are captured consistently and accurately to form solid evidence for impact reporting. This includes constantly looking to improve outcomes, feedback and statistical data collection.
9. Ensure the Information & Advice service is responding to developing needs and is working closely in partnership with other internal and external services.
10. Ensure the Information & Advice team attend relevant training to keep updated with developments in in benefits, community care, housing options and other issues relating to older people.
11. Complete monitoring and evaluation reports as required.
12. Provide high levels of customer service at all time.
13. Attend meetings and training as required.
14. Communicate effectively- electronically, verbally and in writing
15. Abide by Age UK Richmond policies and procedures.
16. Be aware of and report any safeguarding concerns.

## **Other Duties**

You are required to undertake such other duties appropriate to your role and level of responsibility as may reasonably be required of you. Therefore, the list of duties in this Job Description should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Richmond upon Thames reserves the right to update your Job Description to reflect changes in, or to, your post.



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### Person Specification

#### **Experience**

1. Experience of supervising and / or supporting staff and / or volunteers.
2. Minimum three years' experience working in an advice related role, and an in depth understanding of advice for older people – welfare benefits, housing, money, social care, independent living, scams .etc.
3. Good level of experience of working with older or vulnerable people.
4. Good understanding of welfare benefits system for older people.
5. Empathy with older people, friendly warm disposition with an interest in helping older people meet their needs.
6. An ordered and disciplined to managing overall workload as well as independent case load, to meet targets and prioritise work.
7. Able to develop productive internal and external relationships and work efficiently and effectively.
8. Appreciation of the need to evidence the impact of interventions.
9. Good level of IT skills, proficient with Microsoft Office and basic database usage.
10. Approachable and available approach.
11. Excellent organisational skills
12. Ability to work on own initiative and as part of a team
13. Strong communication skills
14. Positive, motivated, enthusiastic, proactive and flexible approach.

#### **Other**

Car Driver and access to a vehicle