



INFORMATION & ADVICE ADVISOR (2) Job Description

Hours: Two roles available 20 – 30 hours.
Hours likely to be completed between Monday – Friday 10 a.m. – 3 p.m.
Flexibility for right candidate.

Responsible to: Information & Advice Manager

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

Purpose of the job:

Age UK Richmond provide much needed free and confidential Information & Advice support to older people throughout the London Borough of Richmond upon Thames.

This role will include:

- Working across the areas of our Information & Advice service areas as needed – including our first contact helpline, welfare benefits and Advice Extra.
- Providing advice to older people as part of providing our welfare benefits and advice extra services on a range of topics, including visiting older people at home.
- Collecting feedback and outcomes from users of the information & advice service.

Main Responsibilities

1. To provide information on a wide range of queries over the telephone by email and in person - referring and signposting where necessary into other Age UK Richmond services and other support provided by our partners.
2. Provide advice to older people on a range of topics including welfare benefits via home visits, telephone and office-based appointments.
3. Going 'above and beyond' for the older people who contact us, to ensure they get the support they need and more- following the 'make every contact count' initiative.
4. Manage your own case load of referrals.
5. Add client information and case notes to our Charitylog database system, putting good data collection at the heart of every interaction.

6. Collect outcomes & feedback from clients using our Information & Advice services.
7. Support the Information & Advice Manager with delivering and maintaining the Advice Quality Standard.
8. Take a holistic approach by signposting / referring older people to other support and services that may be of benefit.
9. Maintain knowledge of relevant welfare benefits, guidelines and wider local services available to older people.
10. Attend training and keep up to date with developments relating to support for older people.

General

1. Attend meetings and training courses as required, including regular supervision meetings and an annual appraisal with the Line Manager.
2. Uphold and implement the policies and procedures of Age UK Richmond upon Thames throughout all aspects of work.
3. To be administratively self-sufficient and able to work on own initiative
4. Undertake other tasks as may be required by the organisation.

INFORMATION & ADVICE ADVISOR (2)
Person Specification

1. Experience of providing information & advice, preferably to older people.
2. Understanding of the services and support available to older people preferable, as well as current issues affecting this age group.
3. Experience of welfare benefits advice work and completing benefit forms preferable.
4. Good I.T. skills
5. Good administration skills.
6. Excellent communication and interpersonal skills.
7. Able to work well under pressure, prioritise workload and take initiative.
8. Proactive, flexible, caring and enthusiastic approach.
9. Ability to work as part of a small team and the wider organisation.
10. Shares Age UK Richmond's values and ethos and committed to Age UK Richmond's mission and vision.
11. Car Driver and access to a vehicle preferred.