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**JOB DESCRIPTION**

**POST**: Information and Advice Service Advisor

**JOB PURPOSE**:

* To provide an information, support and advice service for older people and their carers within the requirements of the Age UK Rotherham Information and Advice Service.
* To undertake the Age UK training and practice programme for provision of welfare benefits advice and assistance to clients over State Pension age, up to and including casework level. This includes checking entitlement and eligibility to maximise income, claim form completion and providing assistance to challenge welfare benefit decisions.

**RESPONSIBE TO:**  Information & Advice Service Manager

**RESPONSIBLE FOR:** N/A

**HOURS:** 35 hours per week

**SALARY:** ACR Scale 19 currently £13.70 per hour, £24,934 per annum

**MAIN DUTIES & RESPONSIBILITIES**

1. To work within Age UK Rotherham’s Information and Advice Service, providing:

* Accurate welfare benefits information and advice, including completion of applications for benefits on behalf of service users and carers.
* Signposting or referrals for service users to appropriate alternative providers / sources of information and advice following establishment of their needs.
* Accurate information and advice on social care provision and how to access this.

2. To be a first point of contact to service users requiring telephone advice.

3. To undertake home visits as required.

4. To support volunteers giving advice and information and supervise them in this role if required.

5. To maintain accurate, effective and timely records of all cases using appropriate AUKR systems.

6. To provide regular reports on issues and activity levels as required.

7. Ensure that all work conforms to the Advice Quality Standard and Age UK’s Information and Advice (I&A) procedures.

8. Ensure clear and accurate client case records are maintained of all work undertaken on our Charitylog database system and that any corrective action is taken promptly.

9. To actively engage in your own development, undertaking any training relevant to the post and to actively participate in team meetings.

10. Provide case studies, support the collection of client feedback and outcomes monitoring ensuring outcomes are added to the case.

11 Additional requirements:

* To be involved in additional activities as determined by the service need which may from time to time fall outside usual working hours.
* To operate within Age UK Rotherham’s Statement of Basic Principles and to comply with the organisation’s policies and procedures.
* To undertake any other duties which are deemed to be appropriate and suitable for the post holder to do.

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties, which may have to be varied subject to the needs of the service and in keeping with the general profile of the post.

The post is subject to an enhanced DBS Check

**PERSON SPECIFICATION**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** | Educated to GCSE level or equivalent (English and Maths) or relevant experience  Has / is working towards or willing to work towards a relevant welfare benefits qualification | Higher level of qualification in a relevant discipline. Eg A level/ Degree/BTEC  Relevant social care qualification. Eg Level 2 Dementia awareness / care |
| **EXPERIENCE** | Minimum 1 year of working as an advocate for vulnerable people  Minimum 2 years working in an information and advice giving setting.  Dealing with older people in their own home in relation to information and advice | Working with volunteers.  Minimum 1 year of delivering welfare benefits advice within a regulated environment. Working as part of a team.  . |
| **SKILLS AND KNOWLEDGE** | Knowledge of the welfare benefits and health and social care systems including benefit entitlement and services available to older people and their carers.  Knowledge and or experience of issues older people and their carers may face.  Excellent communication skills both written and verbal.  Accurate recording and report writing skills.  An understanding of the Data Protection Act and the need to adhere to confidentiality policies and procedures.  Awareness of Equal Opportunities issues  IT skills to include the use of spreadsheets, produce word documents and have good keyboard skills, inputting data accurately.  Knowledge and ability to use the internet in gathering and researching information to deliver accurate advice and information. | Relevant IT qualification |
| **PERSONAL** | To be able to work effectively as part of a team and actively participate in team meetings.    To be able to organize and prioritise own workload and have the ability to reprioritise if needed at short notice.  Be willing and able to work flexibly within the team to support the business need and other members of the team.  Actively seek and participate in personal development and be willing to attend relevant training when required.  Adopt a friendly, caring and non-judgemental approach and show empathy for older people’s needs and challenges.  Have a clean driving license and regular access to a car with relevant insurance. |  |

Revised September 2025