Information and Advice Officer

Job description

Post	**Full time:** 36.25 hours per week
Accountable to	**Service Delivery Manager**
Employer	Age UK Sheffield
Salary	£19,235 + employers pension contribution
Based at	First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street,
Duration of post	**Fixed term contract until June 2019 initially, could be extended subject to continued funding**

The service is available to the public between 9.00 am and 5pm.

Purpose of post

To provide high quality and responsive information and advice to older people in Sheffield

Responsibilities and duties

1. Deliver information and advice to Age UK Sheffield customers via telephone, outreach sessions and via email.
1. Providing high quality information and advice (generalist help level) to callers in housing, social care, money consumer issues. health and activities, groups and other support with day to day problems
2. Keep up to date knowledge of Age UK Sheffield's full range of services including paid for services
3. Maintain up to date knowledge of developments in benefits, community care, housing options and other issues relating to older people
4. Negotiate on behalf of customers, ensuring that their best interests are represented.
5. Ensure service provision meets identified quality standards
6. Maintain case and data records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
7. Prepare for and contribute to monthly supervision and annual appraisal
8. Work within Age UK Sheffield's policies and procedures, contributing to their review and development as required
9. Attend academies and team meetings as appropriate
10. Actively maintain good equal opportunities practice.
11. Represent Age UK Sheffield at events and activities as necessary
12. Undertake any other tasks that can be reasonably expected within the scope and spirit of the job.
13. Provide cover for other members of the team when necessary.

The objectives of this post will change over time to reflect new services and funding.

Approach

- Customer focused, outcomes orientated
- A can do proactive approach to work
- A drive for excellence and continuous improvement to provide the very best service possible to customers
- empathetic, focussed communication: rapid, efficient and clear responses that meet the needs of each customer;
- professional, impartial, and confidential service whatever the question or support need;
- non-judgemental, treating people with unconditional respect at all times;
- readily gain the trust and confidence of customers;
- well informed; acquire and share in-depth knowledge of information and services available to older people;
- systematic, meticulous, conscientious and discreet;
- positive problem-solving, flexible, taking initiative;
- a team-player;
- open to new ways of doing things.

Most challenging part of the job

- meeting growing demand and rapid customer throughput
- maintaining data quality
- maintaining up to date knowledge of facilities, services and resources in Sheffield

Communication and working relationships

- with customers, staff, students, volunteers, job applicants and partner organisations
- member of the Age UK Sheffield Service Delivery team
- meet with the Service Delivery Manager for supervision and annual review
- Age UK Sheffield senior management team
- health and social care professionals

Arrangements to complement this post

1. Induction and training

All staff complete an induction at the start of their employment and before beginning direct work with customers. Induction includes all Age UK Sheffield policies and procedures e.g. health and safety, confidentiality, staff handbook, and gives new staff the opportunity to shadow existing staff as they deliver Age UK Sheffield services. Safeguarding vulnerable adults and children training will be completed within 6 weeks of commencement of employment in line with Age UK Sheffield safeguarding vulnerable adults and children policy.

In addition to the above, the post holder will, in the course of their induction:

- complete training in rapid customer assessment and guided conversation.
- learn to operate the telephone and software systems appropriate to the role including the electronic customer database.

Further training will be undertaken by the post holder in line with personal development plans and changes to organisational approaches/priorities.

2. Probationary period

Employment is subject to a satisfactory probationary period of 4 months. During this time your performance and conduct will be reviewed and assessed. The probationary period may be extended.

3. DBS

Appointment is subject to a satisfactory Disclosure and Barring Service (DBS) check at enhanced level. Continued employment is subject to satisfactory DBS checks, at enhanced level undertaken at least every 2 years.

4. Team working

Regular service delivery meetings are held.

5. Supervision

Monthly supervision with the Services Manager will be used to support the post holder's personal development, learning and delivery of the new role.

6. Health and safety

Safety at work can only be achieved by positive action and teamwork at every level. Everyone has a vital role to play. It is the duty of all employees and volunteers to conform to Age UK Sheffield's health and safety policy and procedures and to be vigilant in the course of their work.

7. Sales team

Age Co Sheffield Enterprises sales team sell Age Co Sheffield Enterprises products in line with Financial Conduct Authority (FCA) regulation and Age UK Enterprise's requirements.

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