

AGE UK SHROPSHIRE, TELFORD & THE WREKIN

Job Description

Job Title	:	Information & Advice Senior
Responsible to	:	Quality & Performance Director
Location	:	Age UK Office located in Shrewsbury
Grade	:	Spinal Column Point – 4 £26,464 (pro-rata)
Hours	:	22.5 hours per week

Our Vision is for Shropshire to be a county where older people flourish.

Our Mission is to work with and for older people to improve the quality of later life.

Background

Age UK Shropshire Telford & Wrekin provide a wide range of Information & Advice to older people across Shropshire, Telford & Wrekin. The provision of accurate and up to date Information & Advice is a cornerstone of our services as we believe it is essential that older people have good quality accurate information in order to make informed choices and it is one of our key strategic outcomes.

As a brand partner of the national charity of Age UK it is also a requirement that we provide Information & Advice to agreed standards, supported by the national charity.

Job Purpose

This role in conjunction with the Senior Benefits Officer is designed to ensure that all of Age UK STW's Information & Advice services are supervised and managed to the standards set out by our national charity using the AQS/IAQP framework.

The role will provide line management for the following information & Advice services: -

- 1) Lasting Power of Attorney Service: Providing free legal advice to people about Power of Attorney and a paid for service for those who wish for Age UK to complete their deeds for them
- 2) Care Co-Ordination: Providing quality information, signposting and referral to patients attending specific GP practices in Shropshire
- 3) Care Navigation: Providing quality information, signposting and referral to patients attending specific GP practices in Telford

- 4) Any other Information & Advice Services that may be undertaken or developed by Age UK that are not pertaining to legal welfare benefits advice.

Principal Duties

1. To manage, direct and deliver high standards for the Lasting Power of Attorney (LPA) service, guiding, motivating developing and achieving high performance and meet the service's and organisation's objectives to achieve a surplus income to deliver other I&A services.
2. To aid and empower older people to understand the importance of lasting powers of attorney and the process in which it is registered.
3. To deliver a chargeable service to draw up a lasting powers of attorney on behalf of an older person, guiding them through its registration, double checking its validity and resolving any problems. This duty involves Home Visits, Lone Working and Community work.
4. To provide direct line management to Information & Advice staff, ensuring they are adequately trained directed and supported, that they attend regular meetings and are regularly supervised.
5. To design and produce monitoring reports and statistics to demonstrate outcomes and outputs of services to trustees, funders and other stakeholders.
6. To work with other external partners, attending local, regional and national partnership meetings and activities where required and to liaise closely with other advice agencies in the county to share expertise and good practice.
7. To be responsible for establishing systems, managing staff / volunteers and monitoring procedures to ensure that the information provided is consistent and of a high standard.
8. To maintain and assess services on our set quality standards to ensure the highest levels of quality and governance within information & advice services.
9. To deliver on the development of any new Information & Advice services as required by older people, ensuring all necessary standards outputs and outcomes are met.
10. To ensure that Information & Advice services are developed to meet the requirements of the Age UK Brand Partnership agreement.
11. To ensure that all staff and volunteers who may give information are providing accurate information and passing it on to the public in an appropriate format.

12. To be responsible for the provision of up to date information and advice resources relating to the core areas of information & advice provision.
13. To use and share knowledge and skills around LPA provision following a set process outlined by the Office of Public Guardian and using the national Age UK development programme guidance.
14. To promote awareness of our Information & Advice services by giving talks to local groups, arranging displays and occasional training sessions.
15. To keep up to date with new legislation relevant to the Information & Advice services, to identify and attend training events to support this. To take a lead role in training other Age UK staff and volunteers and other outside bodies as necessary.
16. To promote equality, diversity and inclusion in the provision of advice and information work and to respect client confidentiality at all times and in all areas of work.
17. To work with the and to campaign, lobbying and influence on matters of local and national social policy which impact on older people.

General Duties

1. To be mindful at all times of the requirements of the Equalities Act and to ensure that the service is welcoming and accessible to older people from all backgrounds and communities.
2. To maintain the highest standards of confidentiality and to comply with the Data Protection Act at all times.
3. To keep abreast of the appropriate legislation and policy in relation to this post.
4. To comply with and keep abreast of all Health & Safety guidance and policy relevant to this post.
5. To write/update all ISO procedures relevant to the role.
6. To undertake training and development as required to maintain the highest standards of service.
7. The postholder may from time to time be required to undertake other comparable duties not specifically mentioned in this job description.

PLEASE NOTE: The successful applicant will be subject to a Right to Work check and disclosure of any criminal convictions and/or cautions (as appropriate to the post) in accordance with the Rehabilitation of Offenders Act 1974 and subsequent legislation. Please refer to our Recruitment of Ex-Offenders Policy Statement.

Conditions Of Service

1. The post is graded Band 4 which currently has a salary of £26,464 for 22.5 hours per week (£16,093 pro-rata).
2. The post is based at the Age UK STW office in Shrewsbury
3. The conditions of service (including certain provisions relating to working conditions and sickness allowance) are covered by existing collective agreements, negotiated and agreed between the relevant unions and staff as amended from time to time by Age UK Shropshire Telford & Wrekin.
4. The post is **permanent**, following an initial six months probationary period. The post is for 22.5 hours weekly. Actual hours are variable to ensure the proper discharge of duties. Duties may involve occasional evening and weekend work for which time off in lieu will be granted.
5. Annual holidays will be at the rate of 24 days per annum, 29 days per annum for those officers with five years' service with further increases for longer service. Bank holidays also apply. (Pro-rata for staff working part-time).
6. The appointment is subject to one month's notice on either side.
7. The postholder will be required to provide a motor car for official duties for which an allowance will be paid. It is a condition of employment that the postholder remains eligible at all times to drive such a vehicle.
8. Pension Scheme: Details will be issued with any formal offer of appointment.
9. This job description is intended as a summary of the main elements of the job described and may be amended from time to time, in consultation with the post holder. It does not form part of the formal Contract of Employment.