



**AGE UK SOLIHULL
PERSON SPECIFICATION**

JOB TITLE: Community Advice Hub – Hub Adviser

ESSENTIAL	DESIRABLE
<i>Experience</i>	
<ul style="list-style-type: none"> • General experience of working directly with people, either face to face or by phone • Experience of completing complex forms and problem solving. • Experience of working in a health and social care related field 	<ul style="list-style-type: none"> • Minimum of 1 year’s previous experience working in welfare benefits • Experience of working with volunteers. • Completing assessments and providing information, advice and/or support
<i>Knowledge</i>	
<ul style="list-style-type: none"> • A demonstrable understanding and commitment to the work, vision and values of Age UK Solihull • Broad knowledge and understanding of the wide range of issues affecting residents of Solihull, and of services to meet their needs • Good understanding of the importance of diversity, equality and inclusion • Good understanding of Data Protection legislation 	<ul style="list-style-type: none"> • Knowledge of welfare benefits and income maximisation • An understanding of the Care Act 2014 • Good understanding of Safeguarding Adults and Children • Local knowledge of the Solihull Borough. • FCA Debt Advice regulations and guidelines
<i>Skills</i>	
<ul style="list-style-type: none"> • Good IT skills • Good numerical skills • Highly flexible approach responding to the needs of the Community Advice Hubs as appropriate • Highly organised, self-motivated, able to prioritise conflicting demands and meet deadlines • Good verbal communication, listening and interpersonal skills • Flexible and able to work confidently alone using own initiative, as well as being an active team member. • Calm and sensitive approach. 	<ul style="list-style-type: none"> • Ability to develop and maintain effective and productive working relationships across many levels.
<i>Legal Requirements</i>	
<ul style="list-style-type: none"> • A satisfactory DBS is required for this post. 	
<i>Other</i>	
<ul style="list-style-type: none"> • Flexible and responsive approach • Use of a car and a full driving licence is required for this post. 	