

JOB DESCRIPTION

JOB TITLE:	Information & Support Manager
CONTRACT TYPE:	Permanent
JOB PURPOSE:	<p>To provide leadership and management of the following services within Age UK Somerset:</p> <ul style="list-style-type: none"> • Information and Advice (I&A) • Befriending: Friendly Phone Calls (FPC), and Active Befriending (AB) • Dementia Support: Cognitive Stimulation Therapy (CST) and Maintenance CST (MCST) <p>To be a part of the wider management team</p>
ACCOUNTABLE TO:	Chief Executive
RESPONSIBLE FOR:	I&A Officers (Somerset and North Somerset), Befriending (FPC and AB) Officers and Facilitators, Dementia Support Officers and Facilitators and Service Volunteers
LOCATION:	Taunton
NORMAL HOURS:	Four days a week, 28 hours per week. The normal office hours for Age UK Somerset are 9am-5pm with 1 hour for lunch.
TRAVEL:	The nature of the job will require travel within Somerset and North Somerset, and occasionally beyond. It is the post holder's responsibility to provide a roadworthy vehicle. Travel expenses are paid at an appropriate rate.

MAIN DUTIES

- Manage the specified services to the required standard and ensure contract specifications are met
- Monitor performance and provide accurate and timely reporting as required (internally and externally)
- Line management and development of those services' staff
- Manage volunteer and staff recruitment, support, supervision and training for these services (including updates for I&A staff and volunteers)
- Work with team members and other local organisations (statutory, voluntary and independent) to ensure referrals are received and made appropriately and timely, responding accordingly and maximising the availability of local resources
- Monitor casework and ensure effective management of complex cases
- Identify, understand and communicate the range of relevant services for Older People both local and national, to clients, staff and volunteers
- Work and liaise with other Age UK Somerset services to ensure appropriate links (including referrals) are made where possible
- Identify and apply for funding, with the support of the Chief Executive
- To manage/co-ordinate Safeguarding matters, supported by the organisation's Safeguarding Officers.

QUALITY:

- To lead on maintaining and implementing relevant quality standards (i.e. the AQS standard, via the national Age UK Information and Advice Quality Programme IAQP)
- To produce all documentation to the professional format and standard required
- To ensure all requested reports are delivered on time
- To maintain an efficient filing and archiving system.

COMMUNICATIONS

- To participate in the promotion of the service, with the support of the Communications & Volunteering team
- To maintain effective and consistent lines of communication with volunteers
- To participate in and contribute to service evaluation activities as required

FINANCE:

- To prepare, manage and work within agreed budgets, with the support of Finance
- To maintain accurate and up to date records of expenses incurred in carrying out this role and that of the team, presenting valid records of expenses with receipts on a monthly basis.

ADMINISTRATION

- To provide own administrative support
- To provide timely information for reporting purposes as required, using the Organisation's CRM database effectively and become skilled in that system
- To work within all policies and procedures of Age UK Somerset and any partners involved, paying particular attention to Health & Safety, Equality and Diversity, Lone Working, Confidentiality & Data Protection and Safeguarding Adults, ensuring that client and carers' information remains confidential.

RELATIONSHIPS

- To develop and maintain good working relationships with relevant public authorities, voluntary organisations and other key agencies in the operational area
- To keep up to date with current trends of service provision, current practice and matters concerning Older People by reading, attending courses and conferences etc.
- To represent Age UK Somerset at meetings, conferences and events, deputising for colleagues as appropriate
- To work alongside colleagues to ensure full compliance with quality standards
- To work closely with Age UK (the national body).

GENERAL

- To comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy
- To keep up to date with local/national developments, current trends of service provision, current practice and matters concerning Older People as relevant to these services
- To represent the organisation at meetings, conferences and events where appropriate
- To work alongside colleagues to ensure full compliance with all quality standards
- Undertake other duties as assigned by the Chief Executive and commensurate with the post.

NOMINATIONS

Post holders may be asked to undertake an additional nomination to assist the organisation to comply with its health and safety responsibilities (e.g. Fire Marshal, Emergency First Aider).

NOTE – This Job Description may be changed with the agreement of the post holder to meet changed circumstances.

PERSON SPECIFICATION

Information & Support Manager

EDUCATION/TRAINING

- Essential:**
- Good standard of education

KNOWLEDGE/EXPERIENCE (minimum 12 months)

- Essential:**
- Experience of delivering and developing services in a voluntary, public or private sector organisation including preparing service proposals and seeking resources
 - Understanding of the range of issues affecting older people
 - Understanding of the issues facing people living in the area
 - Minimum of 2 years' relevant experience in a voluntary, public or private sector organisation
 - Management of staff and / or volunteers.

- Desirable:**
- Experience of working in a Community Development role
 - Experience of leading and working with volunteers
 - Experience of maintaining quality systems and participating in audits
 - Experience of delivery of advice / information services
 - Knowledge of services, rights, care and benefits for Older People
 - Knowledge of the work of Age UK Somerset and charity context.

SKILLS / ABILITIES

- Essential:**
- Ability to organise, prioritise and plan work of self and others
 - Ability to lead and work within a multi-disciplinary team
 - Excellent communication skills - both verbal and written
 - Ability to deal sensitively with information requests from Older People and others
 - Commitment to the principles of equality and diversity and the practical implementation
 - Problem solving
 - Proficient in Microsoft Office, and the ability to use IT systems appropriately and in line with procedure to the required standard.

GENERAL

- Essential:**
- A commitment to Age UK Somerset's charitable aims and core values
 - A commitment to ensuring that relevant and accurate client information is entered onto the organisations client database (Charity Log)
 - A flexible and positive approach
 - A commitment to continuous improvement of the organisation and self
 - A current driving licence and /or access to a motor vehicle
 - Willing to undergo an enhanced check by the DBS