

JOB DESCRIPTION

JOB TITLE:	Chat and Map Officer
CONTRACT TYPE:	Temporary
JOB PURPOSE:	To provide a holistic, person-centred information, advice and support service to older people and those needing assistance with issues affecting older people to promote wellbeing
ACCOUNTABLE TO:	Information and Support Manager
RESPONSIBLE FOR:	This post has no line management responsibilities
LOCATION:	Taunton (with regular travel to visit clients in their homes)
NORMAL HOURS:	Hours as shown on advert. Working pattern to be agreed during the normal office hours of Age UK Somerset.
TRAVEL:	The nature of the job will require travel around Somerset and/or 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.
<p><i>PLEASE NOTE: This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances</i></p>	

MAIN DUTIES:

- To provide a responsive, person-centred 'Chat and Map' service to go into the homes of older people to discover the issues affecting them and to support them, according to their individual needs. This will involve asking questions, using discussion and questionnaires, to fully 'Map' all areas of life including finances, nutrition, wellbeing, benefits, health, digital exclusion and mental health in order to resolve their issues.
- To refer onto other Age UK services as needed, or signpost to other organisations
- To work with the Information and Advice Team to provide a regular, reliable and consistent service providing relevant Information and Advice on issues that affect older people
- To respond to enquiries via telephone and email. To keep full and accurate records, adhering to data protection and GDPR and fully respecting confidentiality
- To provide accurate, up to date information, advice and support to clients, including welfare benefits guidance and signposting to a more appropriate source of assistance as necessary
- Provide form filling support to clients
- Using initiative and a proactive approach to uncover client issues
- To ensure that relevant and accurate client information is entered directly onto the organisation's client database (CharityLog)
- Monitoring and reporting on person-centred and operational outcomes
- Seek opportunities for case studies to positively promote the service to others
- Attend all relevant training for Information and Advice delivery
- To represent the organisation by attending events as required.

QUALITY:

- To provide a level of service in accordance with the policies and procedures required by the Information and Advice Quality Programme to comply with Age UK national standards and those of Age UK Somerset
- To produce all documentation to the professional format and standard required by the organisation
- To ensure all requested reports are delivered on time

COMMUNICATIONS:

- To communicate professionally, efficiently and effectively with all colleagues and volunteers.

ADMINISTRATION:

- To keep accurate records and to provide reports as requested by your line manager/other member of the management team
- To store, maintain and communicate data in accordance with the organisation's data protection and communication policies
- To provide own administrative support
- To ensure effective use of telephone or electronic equipment and use in accordance with the organisation's policies and procedures.

FINANCE:

To maintain accurate and up to date records of expenses incurred in carrying out this role and present valid records of expenses, with receipts as necessary, on a monthly basis.

RELATIONSHIPS

- To foster and maintain good working relationships with relevant statutory authorities, voluntary organisations and other key agencies
- Develop and maintain good client relations
- To work with due regard to disability awareness and equality of opportunity
- To build positive relationships with colleagues and volunteers, with the emphasis on a collaborative approach

GENERAL

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy.
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc.
- Represent the organisation at meetings, conferences and events where appropriate.
- Work alongside colleagues to ensure full compliance with quality standards
- Undertake any other duties as requested by and agreed with your line manager

EQUAL OPPORTUNITY

Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context.

PERSON SPECIFICATION

Chat and Map Officer

EDUCATION/TRAINING

- Good standard of education with strong skills in numeracy and literacy

KNOWLEDGE/EXPERIENCE

- Working knowledge of MS Office
- A minimum of one year's relevant experience of providing a high standard of customer care in a frontline role
- Experience of listening and questioning, showing empathy and patience
- Working knowledge of MS Office and previous experience of CharityLog or other CRM (customer relationship management) databases (*Desirable*)
- An understanding of DWP benefits for older people (*Desirable*)
- Knowledge of the local area/communities (*Desirable*)

SKILLS AND ABILITIES

- Ability to work in an organised and systematic way, with key attention to detail
- Ability to deal sensitively with requests for information from older people and others, and maintain client confidentiality
- Ability to work flexibly and adapt to different environments, including working within client homes.
- Ability to communicate appropriately and effectively, with an excellent telephone manner and face to face communication skills
- Ability to work accurately and to tight deadlines
- Ability to keep accurate notes and records (on paper and on the database), accessing and analysing reports as appropriate and writing routine reports if required
- Ability to deal with all enquiries, working productively independently and as an integral member of the Information and Advice team; maintaining regular, effective daily/ weekly contact with the line manager and other advisers
- Self-starter, able to work in a disciplined and organised manner

GENERAL

- Commitment to Age UK Somerset's charitable aims and core values
- Flexible, positive and professional approach
- A desire to help people, using sensitivity and understanding
- Empathy with the needs of older people
- A commitment to continuous improvement and to deliver a quality service
- Good timekeeping and attendance to meet service delivery requirements
- Willingness to use IT equipment across hybrid working locations, including office, remote, and community settings.
- A current driving licence and access to a motor vehicle with business insurance