

JOB DESCRIPTION:

TITLE:	Information and Advice Outreach Advisor
EMPLOYED BY:	Age UK Waltham Forest
RESPONSIBLE TO:	Information and Advice Manager
BASED AT:	Within the Community Office Waltham Forest Resource Hub (North) 58 Hall Lane, Chingford E4 8EU
HOURS:	35 per week across full time – job shares will be considered. Please inform us of your available hours at time of application. Fixed term contract for 3 years
SALARY:	£28,644.30 Full time. Pro Rata for Job Share

Age UK Information & Advice Team is looking to recruit a dedicated and enthusiastic individual to help our team provide information, advice and support to people living in Waltham Forest.

Purpose of Job:

- To deliver specialist advice and support including form filling for clients aged over 60 living in Waltham Forest
- Service to be delivered in the homes of older people across the borough of Waltham Forest and in Community Venues
- To provide advice regarding social care, housing options, and local services, and to deliver a comprehensive service that responds to the client's full range of needs
- Ensuring that a responsive and accessible service is provided to all clients in line with internal and external quality standards.
- Research and explore options and implications so that clients can make informed decisions.
- The post holder will also be required to provide support to volunteers who will support various functions of the role in delivering the required service

Scope of the Job

- Information, Advice and Signposting Services are provided through booked home visits or community visits should the older person prefer.
- The post holder may be required to attend meetings/training events in London and further afield on occasion as required.

- This post will require considerable energy, commitment, and flexibility during a period of rapid organisational transformation.
- The post holder will need to have strong interpersonal skills to communicate and interact with both clients and volunteers.
- The post holder may be required to occasionally work in the evenings or at weekends, for which time off in lieu will be given.

Responsibilities of the Job:

The Information and Advice Advisor will be responsible within an equal opportunities' framework for:

- The delivery of Information, Advice and Signposting Services
- The day-to-day delivery, administration and monitoring of Age UK Waltham Forest's Information, Advice and Signposting Services
- The maintenance of Information, Advice and Signposting systems and procedures, including robust data collection
- The updating of computerised databases of information on Information, Advice and Signposting Services to provide monitoring reports.
- Understanding and actively promoting Age UK Waltham Forest's policies, including its Equal Opportunities Policy in all aspects of the work.

Tasks of the Job:

- To perform benefit checks using our Benefit Calculation Programme
- To support clients with paper and on-line forms with applications for benefits and other relevant matters such as accessible transport schemes e.g. Blue Badge Taxi-card
- To act as client's representative where required
- To complete case records and follow up actions on Charity Log (confidential database)
- To undertake any relevant training as may be required.
- To use our information guides and factsheets when offering advice and ensure materials are displayed and updated when required.
- Provide a high-quality information and advice service for older people via home and/or office appointments, e-mail, telephone, and outreach services
- Agree individual and teamwork objectives and targets to ensure that services are delivered effectively.

- Ensure that clients receive an effective in-house service appropriate to need or that timely referrals are made to partner organisations.
- To be responsible for service performance and standards in liaison with the Information and Advice manager.
- To maintain systems and procedures including robust data collection.
- To produce and disseminate service information as required.
- To be aware of, and keep abreast of, relevant policies and research including welfare benefits and money, social care, housing options, local services, and sources of support.
- To encourage users' comments on the Information, Advice and Signposting Services satisfaction surveys as requested.
- To be self-servicing, using ICT as required.
- To carry out any other duties of a similar nature and level as requested
- Ability to work from home as well as travel to any required office or outreach, to clients, whilst working within data protection and safety regulations
- Maintain detailed case records for the purpose of continuity of casework, funder requirements, information retrieval, statistical monitoring and report preparation
- Ensure that all work is delivered to the Advice Quality Standard.

Person Specification

Qualifications, experience and knowledge	Essential	Desirable
Relevant professional qualification		Y
Ability to work as part of a team	Y	
Commitment and Reliability	Y	
Ability to demonstrate good customer care practices	Y	
Significant experience and competence in using IT systems including databases and software applications	Y	
The knowledge of the importance to respect and maintain client confidentiality in line with Age UK WF policy.	Y	
Experience in Safeguarding		Y
Experience in general office administration	Y	
Full Clean Driving License		Y
Experience in dealing with the general public	Y	
Skills and abilities		
Multi-lingual in particular community languages spoken in Waltham Forest		Y
Basic literacy and numeracy skills and ability to assimilate information by reading and listening	Y	
Good IT skills	Y	
Ability to write legible and intelligible notes , records, letters and forms	Y	
A methodical and orderly approach	Y	
Excellent interpersonal skills including verbal and written communication.	Y	
Have a clear and pleasant telephone manner	Y	
To have an open-minded , non-judgmental approach when receiving clients and dealing with their concerns	Y	
To be able to analyse information, maintaining good attention to detail.	Y	
To be patient and understanding and willing to listen and the ability to explain matters clearly.	Y	
Able to maintain good working relationships and actively contribute to team development.	Y	
Competence in using information technology including various software applications.	Y	
Able to work independently and manage own workload on a day to day basis and make efficient use of time and resources.	Y	
Well organised, methodical and able to prioritise work load.	Y	
To be aware of your own limits and capacities and those of the Information and Advice service	Y	
Willingness to learn and enhance knowledge and skills and to attend training courses when requested.	Y	
Able to work flexibly.	Y	
Equal opportunities		
Understanding of diversity and commitment to equal opportunities.	Y	
Ability to deal with equalities issues in the workplace.	Y	
Personal Effectiveness		
Accepts accountability for behaviour, successes and failures	Y	
A willingness to undergo a DBS check	Y	
Demonstrates integrity in dealing with others.	Y	