

Advice Assistant JOB DESCRIPTION

Job Title: Advice Assistant
Hours: 20 hours per week between Monday and Thursday
Contract: Permanent - subject to our standard six-month probationary period
Location: Wandsworth with some travel around London (this is not a remote role)
Salary: £25,849 per annum pro-rata
Reports to: Information and Advice Leader

This is an exciting new role for someone who may be interested in gaining the experience and training necessary to become an Adviser. You will be delivering information and advice to our clients in relation to welfare benefits, community care, housing, and other relevant local and national services. We will provide you with all the necessary training to carry out benefits checks for clients and support them with benefit applications.

Age UK Wandsworth is a local, independent charity that works to promote the wellbeing of all older people in the London Borough of Wandsworth. Our Information and Advice Service aims to improve the quality of life of older people and their carers through the provision of independent information, advice and support.

Purpose of the role:

- To deliver information and advice to older Wandsworth residents and their carers
- To enable local older people to identify and access benefits, health and social care, and other services
- To support the Information and Advice Service

SPECIFIC RESPONSIBILITIES

Undertaking Casework

1. Provide information and advice to older people and their carers and relatives on a wide range of topics including welfare benefits, housing, community care, disability rights and key issues affecting older people and their carers.
2. Provide this information and advice face to face at the Age UK Wandsworth office, in people's homes, at community outreach venues, on the telephone and in writing.
3. Carry out benefits checks and advise clients accurately and appropriately in relation to their welfare benefits entitlements and to assist them in making the necessary claims.
4. Explore the nature of the problem raised by the client and, where appropriate, their wider circumstances.
5. Identify and research information relevant to the client's situation, drawing on information resources available. Inform and advise clients of services that may be available to them, how to access them and, where appropriate, to refer them to other agencies and other Age UK Wandsworth services.
6. Present and discuss information with the client in an accessible form, enabling them to identify a suitable solution.
7. Where appropriate, and at the client's request, to act on their behalf and represent their interest to third parties by letter, telephone, email or in person.
8. Keep up-to-date, full and accurate case records using manual and computerised systems. Keep client records in a secure place away from public access areas.

9. Maintain an awareness of current local and national issues affecting older people and, if necessary, obtain new information and resources.
10. Contribute to attaining all relevant quality marks relating to the Information and Advice Service and help to maintain the service within the standards set.

Staffing and Supervision

1. Share knowledge with staff and volunteers to ensure high standards of service to clients and ensure that all information resources used by staff and volunteers are up to date.
2. Support the line manager with monitoring, evaluating and reporting on the Information and Advice Service as and when necessary.
3. Provide support and supervision to information and advice volunteers and help with their training as required.
4. Contribute to the cohesion of the staff as a team through attending regular staff meetings and other events as appropriate.
5. Attend regular support and supervision sessions and appraisals with the Information and Advice Leader.
6. Attend other meetings as required.

Professional Development

1. Keep up to date on relevant changes in the law, policies and procedures both locally and nationally, and as they apply and affect older people and their carers.
2. Attend training courses and any ongoing training as appropriate.
3. Attend external meetings with outside agencies and liaise with outside agencies as required.

Other Duties

1. Manage own administration in connection with the post, including word processing and data handling and correspondence. Where necessary, delegate administration tasks to volunteers, giving them the necessary support.
2. Work with colleagues to promote the service to older people and their carers and to other professionals.
3. Carry out all tasks according to Age UK Wandsworth's policies and standards, in particular on confidentiality, safeguarding, GDPR, Equality Diversity & Inclusion and health and safety policies.
4. Carry out such other duties as may be required that are consistent with the duties and responsibilities of the post and those as requested by the Director of Operations and Quality or the Chief Executive Officer

Please note:

- This role is subject to a DBS check.
- Travel to meetings within the borough and around London will be necessary.
- The job description will be reviewed regularly and may be subject to change to meet the needs of the charity.

PERSON SPECIFICATION

Essential experience

1. Experience or interest in the provision of information and/or advice
2. Experience of, or interest in, working with the public in a front-line service and providing good customer service
3. Experience of office administration

Desirable experience

1. Experience of working with older people
2. Experience of working in or knowledge of the voluntary sector
3. Experience of working with volunteers and/or of volunteering
4. Experience of gathering and collating information and presenting it in an appropriate format
5. Understanding of issues in connection with client confidentiality

Essential knowledge

1. Ability to maintain and develop appropriate administrative systems for ensuring good quality of service for clients
2. Enthusiastic and positive disposition with a strong commitment to training and self-development
3. A commitment to the mission of Age UK Wandsworth including a knowledge of and understanding of and commitment to the application of anti-discriminatory practice, equal opportunity principles and confidentiality
4. Ability to travel independently to different locations around London

Desirable knowledge

1. Knowledge, understanding or interest in welfare benefits, housing, community care, disability rights and services available to older people with the ability to provide accurate information and referrals
2. Knowledge and understanding of issues affecting the lives of older people and their carers

Essential skills

1. Strong communication skills with an ability to relate to people at all levels and from a variety of cultural backgrounds
2. Ability to work flexibly, independently, and as part of a team in a very busy environment
3. Ability to deal sensitively with clients who may be vulnerable and distressed
4. Ability to organise own workload to ensure that priorities and deadlines are met
5. Strong numeracy skills
6. Ability to write clear, concise, and comprehensive case notes and letters and reports for funders
7. Excellent IT skills, particularly Microsoft Office applications, email, internet, and internal databases/client management systems
8. An understanding, and commitment to, the needs and dignity of older people and the contribution they make to society