

**JOB DESCRIPTION**

**Post: Information, Advice and Advocacy Team Leader**

**Responsible to: Chief Officer**

**Responsible for: Information & Advice, Housing & Care Options and Advocacy Project staff and volunteers**

**Key Relationships: Other staff working in Age UK Wigan Borough, Age UK I&A team, funders**

**Salary: £25,000 per annum**

**Hours of work: 37 hours per week**

**Note: This job is subject to Disclosure & Barring Service (DBS) disclosure procedures**

**Purpose of this Post**

* To oversee the further integration of formerly separate advice and information type projects into a single service ensuring duplication is eliminated, efficiencies maximised and service users receive a joined up response.
* Responsible for managing Age UK Wigan Borough’s Information, Advice and Advocacy Service, ensuring that a timely, responsive and accessible service is provided to all service users
* To ensure that the service is organised in line with all quality assurance standards in place at any time, including but not limited to the Advice Quality Standard and Advocacy Quality Performance Mark.
* To provide leadership to the service
* To ensure that the component elements of the service operate within the parameters set out in contract or other funding agreements at all times.
* Seek opportunities to extend the service through appropriate promotion, networking and partnership working.
* To feed into the strategy and national campaigns of Age UK, its partners and other bodies as appropriate

**Key Duties & Responsibilities**

1. To be responsible for all aspects of the day-to-day management and delivery of the service including through managing caseloads, setting clear targets and performance management systems
2. To carry a caseload and participate in rotas and external surgeries as appropriate
3. To be responsible for the recruitment, induction, supervision and support of staff and volunteers and identification of their training needs.
4. Agree individual and team work objectives and targets to ensure that services are delivered effectively.
5. Ensure that regular team meetings and performance review sessions take place.
6. Ensure that service users receive an effective service appropriate to need or that timely referrals are made to partner organisations.
7. Provide effective management and leadership to ensure that the service operates according to the contractual, legal and specification requirements of funders.
8. To be responsible for service performance and standards in liaison with the Operations Manager. The postholder will be responsible for ensuring that the service conforms to the quality assurance systems maintained by the organisation
9. To be responsible, in consultation with the Operations Manager, for ensuring the service operates within its budget and for reporting on any financial issues arising.
10. To maintain systems and procedures including robust data collection.
11. To produce and disseminate service information as required.
12. To be aware of relevant policies and research including welfare benefits and money, health and social care and housing. The post holder will ensure that this information is cascaded to staff and volunteers and is reflected in everyday practice.
13. To manage the day-to-day operation of the Switch Desk (reception), ensuring that sufficient volunteers are available, that the desk is covered during office hours and essential, routine admin tasks are completed.
14. To encourage users’ comments on the service and to investigate complaints in compliance with Age UK Wigan Borough’s Complaints Procedure.
15. Contribute to the ongoing development of Age UK Wigan Borough; identifying future opportunities for additional activities and projects; assist with the preparation of funding applications.
16. To take responsibility for the compilation of statistical and narrative reports for internal and external monitoring as required, through IT and other media.
17. To be self-servicing, including but not limited to the use of Microsoft programmes.
18. To represent Age UK Wigan Borough at appropriate meetings as requested.
19. To support the organisation to fulfil its responsibilities under Health and Safety. You may be asked to take on roles such as First Aider, Health and Safety representative or Fire Marshall for which appropriate training will be given.
20. To support students on placements. This may include having students that shadow your work or performing a supervisory role. Appropriate training will be given.
21. To participate in Age UK Wigan Borough promotional events as required.
22. To work within all the guidelines, policies and procedures as set out by Age UK Wigan Borough.
23. To attend Induction, Training and any Staff Meetings as and when required.
24. To carry out any other duties as may be requested which are consistent with the duties and responsibilities of the post.

**AGE UK WIGAN BOROUGH**

**PERSON SPECIFICATION – Information, Advice and Advocacy Team Leader**

**BASED AT Age UK Wigan Borough**

Please ensure that you show how you meet each of the following requirements

when completing your application form.

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|  | **ESSENTIAL** | **EVIDENCE** |
| **Knowledge and Experience** | | |
| **1.** | Experience of managing a complex service | Application form Interview |
| **2.** | Awareness of local and national developments in providing information, advice and advocacy services. The post holder should display knowledge of contemporary issues impacting on health and social care, welfare benefits and housing, including the use of reference materials and consideration of relevant legislation and regulations. | Application form  Presentation  Interview |
| **3.** | Well developed understanding of benefit calculations, eligibility and qualifying criteria. | In tray exercise |
| **4.** | Understanding and experience of the diverse health and social care needs of older people, people with a disability and carers in economically deprived areas | Application form Interview |
| **5.** | Successful experience of working in partnership with other agencies | Application form Interview |
| **6.** | Understanding of how to use performance management systems, quality standards and service user feedback to improve overall performance | Application form Interview |
| **7.** | An understanding of and commitment to client confidentiality | Application form Interview |
| **8.** | Significant experience of using IT systems and common office software applications, in particular Microsoft Word, Outlook and Excel, as well as knowledge of database management. | Application form  In tray exercise |
| **Skills** | | |
| **1.** | Ability to lead, manage and support a diverse team of staff and volunteers | Application form Interview |
| **2.** | Ability to analyse and evaluate performance or practice and make recommendations to drive continuous improvement | Application form Interview |
| **3.** | Ability to meet deadlines, work under pressure and make efficient use of time and resources | Application form Interview  In tray exercise |
| **4.** | Excellent interpersonal and analytical skills, including verbal and written communication | Application form In tray exercise  Presentation  Interview |
| **5.** | Well organised, methodical and able to prioritise complex tasks | Application form Interview |
| **General** | | |
| **1.** | Demonstration of the Age UK Wigan Borough PRIDE values: Person-centred, Respectful, Innovative, Dynamic, Empowering | Application form Interview |
| **2.** | Evidence of continuing professional development | Application form Interview |
| **3.** | Able to work flexibly including evening and weekends as required | Application form Interview |
| **4.** | This post requires a valid driving licence and access to a car for business purposes | Application form Full Driving Licence |

**Originator:** John McArdle

**Date:** March 2020