

Job Description Information & Advice Project Worker

Job Title	Information & Advice Project Worker
Hours	21-35 hours per week (within office hours Monday – Friday)
Contract	Permanent
Salary	£24,765- £27,532 per annum based on experience and a full time equivalent role (pro rata dependent on hours) Company pension offered (employer contribution 6%; life assurance; employee assistance programme offering both phone and face to face support; discounts and rewards
Location	This post will mainly be based out of our Devizes and/or Salisbury office in Wiltshire, ideally with ability to work from both. Options for some flexible hours and working from home arrangements available by agreement, once initial training completed. Occasional home visits and travel to other premises (expenses will be paid)
Closing Date	Friday 29 th May Interviews will be held week commencing 1st June
	<i>This post is exempt from Rehabilitation of Offenders Act. Appointment will be subject to an Enhanced level DBS check and satisfactory references.</i>

Main Purpose & Scope

To support the day-to-day delivery of our local service for older people and their carers who are approaching Age UK Wiltshire for information, advice and support, and to ensure that they are provided with an appropriate in-house service, or suitably referred on.

To provide information and advice on a variety of topics, including our core topic areas of welfare benefits, social care and housing options, through a range of methods including telephone, face to face and email. This involves identifying the circumstances and problem(s) and explaining the choices available so the person can decide what action to take. If someone needs more help we can offer further individual support.

To support volunteers in the service delivering information, advice and administration support.

Equity, Diversity, and Inclusion

AUKW is committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. We know that we can only retain our position at the forefront of excellence in later-life care by learning, reflecting, and innovating, and we expect our staff to pursue continuous professional development. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.

Key Responsibilities

Information and Advice Service

- Provide tailored 1:1 information, signposting and advice to older people and their carers in line with quality processes and standardised procedures. This may include offering a diagnosis of the client's enquiry and explaining the legal issues involved, finding and relaying the relevant options, identifying further action the client can take and establishing if this has met their need. It may involve offering further assistance and casework such as supporting with completing letters, referrals and applications, where trained to do so.
- Maintain a holistic approach to the client's situation and identify and refer clients requiring more complex advice to a senior staff member for further support
- Liaise with a range of multi-disciplinary professionals, internal and external services as well as relatives and carers who are involved in a persons' welfare, ensuring a smooth and coordinated approach, especially where multiple agencies are involved.
- Provide a supervisory role to volunteers during an advice session. Assess enquiries as they come in and allocate a suitable adviser to deal with it dependent on the level of skill required. Coach lesser skilled advisers to deal with more complex queries leading to an up-skilling of all advisers over time.
- Undertake specialist advice work and casework for more complex queries
- Assist with the recruitment and training of Information & Advice volunteers.
- Maintain information systems and resources.
- Record all activity and contacts using our online contact management system and provide reports as required, ensuring all work meets the required quality standards of Age UK
- Keep informed of developments in benefits, social care and other issues relating to older people, including attendance at training and events, and ensure that the team is appropriately updated.
- Undertake such other duties as may be required from time to time

General responsibilities:

- Contribute to the wider aims and objectives of the organisation.
- Take part in Age UK Wiltshire events and activities as agreed.
- Attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction.
- Attend staff meetings, training courses and other meetings as required.
- Comply with Age UK Wiltshire policies with particular regard to our Equity, Diversity and Inclusion, Safeguarding, and Data Protection policies and guidance.
- Be committed to Age UK Wiltshire policy and procedures on keeping adults safe from abuse, ensuring that all concerns are reported to a Senior Manager and that safeguarding is embedded in all decisions and actions.
- Show flexibility and a willingness to cover for other staff.
- Provide support to the offices, staff and volunteers of the charity as required.

Desirable dependant on experience:

- Monitor and manage caseloads of volunteer advisors, ensuring that work is purposeful, targets are clear and caseloads are manageable.
- Support with project management, volunteer management and service development to ensure the sustainability, efficiency and quality standards
- Quality check case notes of the advisers you are supervising and give constructive feedback, enabling the advisers to learn and ensuring their work is to the required quality standard of Age UK.
- Oversee specific projects within the Information & Advice Service and manage teams of volunteers who work on these projects
- Undertake annual 1-2-1 supervision with volunteers that you supervise where such supervision is required or requested.
- Develop services in response to client feedback, unmet need, social policy and best practice changes. This may include partnership work with other agencies and/or developing project proposals

Person Specification Information & Advice Project Worker

Criteria Category	Requirements	
Experience	Experience of providing effective support to people whilst demonstrating empathy, patience, and sensitivity.	Essential
	Experience of providing advice and casework support	Desirable
	Knowledge and experience of pension-age benefits (such as Pension Credit, Housing Benefit, Council Tax Reduction, AA/DLA)	Desirable
	Knowledge and experience of social care and care funding	Desirable
	Experience of working with volunteers	Desirable
	Experience of delivering training 1-2-1 and to groups	Desirable

Criteria Category	Requirements	
Skills	Excellent planning and organisational skills, able to manage own workload according to changing priorities and be proactive in ensuring the successful delivery of tasks.	Essential
	Excellent communication and interpersonal skills, with the ability to build rapport and establish trust with a wide range of people with varying communication needs	Essential
	Computer literate, able to use Microsoft packages, email, the internet, web searches and databases.	Essential
	Ability to work flexibly on own or as part of a team to meet deadlines and operational priorities, quickly, accurately and when under pressure.	Essential
	Ability to establish positive relationships and work collaboratively with colleagues, external partners and agencies.	Essential
	Ability to research and critically analyse and interpret information to ensure it is appropriate, accurate and current	Essential

	Ability to work in a person-centred way to identify and address the needs of individuals.	Essential
	Strong administration skills, with an attention to detail for effective case management and documentation	Essential
	Ability to assess needs holistically and provide appropriate information, advice, signposting and referrals	Desirable
	Understanding of issues affecting older people, particularly vulnerable and socially isolated	Desirable

Criteria Category	Requirements	
Personal Qualities	A proven commitment to continuous professional development of self and wider teams.	Essential
	Understanding of Confidentiality and able to be discreet at all times.	Essential
	Proven ability to commit to and work within the organisational values and equity and diversity and inclusion policies	Essential
	Understanding of Safeguarding policy and practice.	Desirable
	Understanding of quality systems and abilities to ensure collection of electronic data efficiently in order to provide statistical evidence for analysis.	Desirable