

## **AGE UK YORK**

### **JOB DESCRIPTION**

**JOB TITLE:** Information & Advice Worker

**LOCATION:** Based at Age UK York's offices, St. Edmund's House, Margaret Street, York. Home visits to clients in the York area are required. Some scope for hybrid working on satisfactory completion of probation.

**SALARY:** £21,898 per annum rising to £22,555 on satisfactory completion of probationary period – pro rata for part time

**HOURS:** 21 hours per week

**RESPONSIBLE TO:** Information & Advice Manager

**Purpose of the role:**

To provide older people, their families and carers with information and advice that will support them to retain their independence, improve their wellbeing and lead satisfying lives.

**Context:**

Information and Advice is an AQS accredited service offered by Age UK York supporting up to 3,000 people each year. In this role you will be a first point of contact for people seeking advice over the telephone, online or through outreach sessions run in community venues. You will provide information on a wide range of issues and will be trained to provide specialist advice on housing and welfare benefits. This will include calculating benefit entitlements and assisting people to make benefit claims. You will also support older people to understand matters around care including paying for social care and funding options.

Areas of support include:

- Support to enable customers to live independently and safely at home
- Repairs and maintenance
- Local groups and community activities
- Money and benefits information and advice
- Local transport and community schemes
- Home security and fire safety
- Housing and accommodation matters
- Support for carers
- Keeping the home warm
- Befriending and social inclusion

Age UK York will provide successful candidates with the training needed to perform the role. You will also be supported to study for an NVQ 3 Certificate in Advice and Guidance.

## **SPECIFIC RESPONSIBILITIES**

1. Acting as first point of contact for those contacting Age UK York for Information & Advice, offering an initial telephone “diagnosis” to fully understand their circumstances and providing appropriate options to support people to improve their situation
2. 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 other issues.
3. Identify and research information relevant to the client’s situation. Inform and advise clients of services that may be available to them, how to access these and, where appropriate, to make referrals to other organisations and other Age UK services.
4. Provide information and advice, in people’s homes, at community outreach venues, on the telephone and electronically.
5. Carry out benefits checks and advise clients accurately and clearly about their entitlements; assist people in making the necessary claims including form filling.
6. Where appropriate, and at the client’s request, act on their behalf and represent their interest to third parties such as City of York Council or the Department of Work and Pensions by letter, telephone, email or in person.
7. Keep up-to-date, comprehensive, accurate case records using Age UK York’s Charity Log database.
8. Maintain an awareness of current local and national issues affecting older people where necessary, researching new information and resources, also work with partner agencies relevant to our client group.
9. Write up case studies from your work to support funding applications and reporting
10. Support the work of I&A volunteers, assisting in organising their appointments, supervising their work, and ensuring it meets Advice Quality Standards.
11. Ensure that all work carried out is compliant with Age UK York’s policies and procedures; including but not limited to equal opportunities, confidentiality, data protection and health and safety.
12. Attend events to promote our service, benefit entitlements, and other matters relevant to our target audience.

### **Staffing and Supervision**

1. Attend and contribute to team meetings
2. Attend support and supervision sessions with the Service Manager
3. Attend other meetings as requested by the Service Manager

### **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 relevant training courses and undertake on-going training as agreed with the Service Manager.
3. Liaise with other agencies working with older people, attending relevant meetings when necessary and as agreed by the Service Manager.

Travel within York will be necessary and you will need access to some form of transport (car/bicycle). Age UK York pays mileage for travel undertaken for business purposes.

## **PERSON SPECIFICATION**

### **Essential criteria**

1. Strong personal motivation to become an Information and Advice worker
2. Previous experience of supporting other people in some capacity (not necessarily work related)
3. An interest in working with older people and understanding of the needs and priorities of older people
4. A good listener able to express yourself clearly in spoken English
5. Ability to write clearly, accurately and succinctly in English
6. Numerate – able to perform calculations accurately
7. Accurate keyboarding skills
8. Demonstrable IT skills including an ability to use office software including Outlook, Word and Excel
9. Excellent organisational / administrative skills
10. Careful attention to detail
11. Strong problem solving skills
12. A commitment to equality, diversity and improving the lives of older people

### **Desirable criteria**

1. Experience of working with older people
2. Previous experience in a similar role in a work or voluntary capacity
3. Experience of using databases to record and access information
4. Some knowledge of the welfare benefits system particularly as it relates to people over state-pension age

## **CONDITIONS OF SERVICE**

### **Hours**

21 hours over 3-4 days.

### **Term**

This role is offered on a one-year contract in the first instance. Extension beyond this will be subject to funding.

### **Holidays**

5 weeks + 1 day (full time equivalent) plus bank holidays– pro-rata for part time

### **Other Benefits**

Employee Assistance Programme

Option for hybrid working on completion of probation

Business mileage can be reclaimed at 45p per mile (car) or 20p per mile (bicycle)

You will be auto-enrolled in a contributory pension scheme (5% employee + 3% employer)