

JOB TITLE		Information & Advice Coordinator
SALARY:		£16.50 per hour £12,441.00 actual per year £31,102.50 full time equivalent
HOURS:		14.5 hours per week Tuesday 1pm - 5pm, Wednesday 12pm – 5pm Thursday 12.30pm – 5pm
CONTRACT:		Permanent
LOCATION:		Remote Working + travel around Cheshire East and West
ACCOUNTABLE TO:		Services Manager
ROLE SUMMARY:		Age UK Cheshire works with older people to support them in living their best life... <ul style="list-style-type: none"> • relieving loneliness, so that older people feel connected, • combatting poverty, so that older people have enough to live on, and • increasing independence, so that older people can live the lives they want to lead.
		The Information & Advice Coordinator will lead a vital, busy team and service and have day to day responsibility for the Information and Advice service. They will line manage and support the I&A team (staff & volunteers) and ensure compliance with quality standards.
JOB DESCRIPTION		
SERVICE DELIVERY:	1	To take responsibility for overseeing the work of the I&A team. Ensuring adequate cover to avoid disruption to the service.
	2	To provide ongoing support and line management for Information & Advice team to promote positive team working amongst the staff and volunteer group as a whole.
	3	Support the I&A team by delivering effective supervision and support meetings, such as Team Meetings.
	4	Develop a package of training to enhance AUK training for the volunteer team and integrate their support into delivery of the Information and Advice service.
	5	To complete Independent Case File Reviews in accordance with the standards set by the Information and Advice Quality Programme (IAQP) and external Advice Quality Standard (AQS) and always adhere to Age UK Cheshire's policy on Confidentiality & Data Protection and client consent. Ensuring remedial & developmental issues are identified and acted on to develop the team.
	6	To attend appropriate training and supervision sessions as required and report regularly to the Services Manager according to agreed standards.
	7	To work with the Services Manager to ensure that all project targets and activities are achieved.
PEOPLE:	1	Contribute to a trusting, constructive and positive team spirit.
	2	Ensure that as a volunteering organisation and an employer, Age UK Cheshire respects its responsibilities under the Equality Act.
GENERAL:	1	Lead by example in living our organisational values.

	2	Commit to behave in an honest, fair, and ethical manner
	3	Self-reflect, assess strengths and weaknesses and take responsibility for own personal development.
	4	Undertake any other duties as required.
PERSON SPECIFICATION		
	a.	Knowledge and experience of assisting people to apply for a range of welfare benefits or can demonstrate a good understanding of the benefits system and advice services (essential)
	b.	Previous line management experience of staff and/ or volunteers and the ability to lead a remote team (essential)
	c.	Experience of working with the public (essential)
	d.	Effective communication skills, both written and oral, including case recording skills and experience of producing written reports (essential)
	e	Good organisational skills, I.T. skills, including use of databases (essential)
	f	Excellent interpersonal skills, with an ability to develop team working (essential)
	g	Experience of applying quality standards (preferred)
	h	Clear understanding of the issues affecting the lives of older people and their carers (preferred)
	i	Clear understanding of the difficulties faced by disadvantaged groups in accessing services (preferred)
	j	Commitment to equal opportunities and confidentiality.
ADDITIONAL INFORMATION		
HOURS:		The hours of work for this role are 14.5 per week Tuesday 1pm - 5pm, Wednesday 12pm – 5pm Thursday 12.30pm – 5pm
CONTRACT:		All new staff are subject to a six-month probationary period. Four weeks' notice is required to terminate employment by either side i.e. the employee or Age UK Cheshire. During the probationary period, one week's notice is required by either side.
FUNDING:		This post currently has funding for 18 months.
CRIMINAL DISCLOSURE:		The post holder will be subject to police checking by the Disclosure and Barring Service (was CRB) Enhanced Disclosure.
HOLIDAY ENTITLEMENT:		From the 1st January to 31st December the basic annual entitlement for full time employees is 25 days, plus an entitlement to Public Bank Holidays and a discretionary entitlement to 1 extra day awarded by the Trustees. Part time staff will have their entitlement pro-rated according to the number of hours they are contracted to work.
PENSION:		Age UK Cheshire has a stakeholder pension scheme in place for eligible employees.
HEALTH CARE:		Age UK Cheshire offers a Health Care Cash Plan and staff are entitled to receive healthcare benefits.

Age UK Cheshire is a Mindful Employer and positive actions will be taken to ensure that people will not be excluded from working for the organisation because of their age, race, ethnicity, faith, marital status, sexual orientation, gender, physical or mental health.