**LATER LIFE PLANNING SERVICE**

**TRAINEE INFORMATION & ADVICE TRIAGE SUPPORT WORKER**

Salary: £25,000.00 per annum

Hours: 35 hours per week

Location: Barnet

Responsible to: Later Life Planning Team Leader

Contract: Fixed term contract to August 2025 (may be extended subject to funding)

**Context:**

This is an exciting new role for someone who is interested in gaining the experience and training necessary to become an Information & Advice Co-Ordinator. You will be learning to liaise with our clients and external organisations 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 engage with clients and support them with their queries.

**Purpose of the role:**

* Triage all client enquiries and referrals received via the helpline, email enquiries and drop in callers Provide administrative support to team advisers.
* To support clients with form completion – online or paper based.
* To support the Information and Advice Service (Later Life Planning Service / Dementia Adviser team)

**SPECIFIC RESPONSIBILITIES AND AREAS OF LEARNING**

**DUTIES**

1. To be the first point of contact for all enquiries to the Later Life Planning & Dementia services including the website, email, and telephone; dealing with enquiries, completing initial screening/referral of callers to the service. You will also support the Later Life Planning & Dementia teams with triage.
2. To assess the eligibility of referrals and enquiries received into both services and then allocate referrals allocate/triage cases appropriately.
3. You will support the Dementia Advisers with onward referrals both internal and external.
4. Utilising a guided conversation approach help clients identify the most appropriate source of information and support, and enable them to engage with activities, groups, and other community programmes.
5. You will develop your knowledge of dementia diagnoses and symptoms; identify appropriate coping strategies for carers and families. Provide information and support that helps clients stay connected in their communities and continue to lead meaningful lives, whilst living at home safely and securely.
6. Develop a basic knowledge of welfare benefits and attend relevant and consistent training.
7. To ensure that information received by individuals is understood, helpful and modified as necessary.
8. Responsible for recording and monitoring all work in a timely and accurate manner, ensuring client confidentiality, and supporting the production of progress reports and evaluation of the service.
9. Be an active member of the wider Advice team, providing peer support, sharing good practice and new approaches, and assisting in identifying gaps in the service and taking steps to address them.
10. Support the dementia advisers with building networks in a locality, attending events and meetings to help raise awareness about Dementia and developing relationships with the organisations delivering relevant services in their area.
11. Ensure accurate attendance records are kept, client paperwork is completed and all client information is held securely in line with Data Protection principles
12. Carry out other duties as required.

# Staffing and Supervision

1. Attend regular staff meetings

2. Attend regular support and supervision sessions with Team Leader or Line Manager

3. 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 on-going training as appropriate.

3. Attend external meetings with outside agencies and liaise with outside agencies as required.

**Other Duties**

1. This trainee will learn to manage their own administration and record keeping with support from their line manager.
2. Work alongside other employees to promote the services of Age UK Barnet.
3. Follow policies and standards set by Age UK Barnet, in particular: confidentiality, safeguarding and equal opportunities.
4. Other reasonable duties consistent with the responsibilities of the post.

5. Assist with hosting and running client events including coffee mornings, talks and other activities at Age UK Barnet offices or in the community.

Travel within the borough may also be necessary.

The job description will be reviewed regularly and may be subject to change.

**PERSON SPECIFICATION**

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| --- | --- | --- |
|  | **CRITERIA** | **ESSENTIAL OR DESIRABLE** |
|  | **KNOWLEDGE** |  |
|  | Good general standard of education Good written English and Numerical skills.  Basic Welfare Benefits | E  D |
|  | An understanding of the needs and concerns of older people, including those with dementia. | E |
|  | * Experience of supporting people in a caring or cared for role, preferably those living with dementia. * Good listening and problem-solving skills, familiar with using a guided conversation approach to develop an understanding of client needs | E  E |
|  | | |
|  | **SKILLS & ABILITIES** |  |
|  | * Strong organisational skills * CRM database * Knowledge of broad mental health issues. * Good administration skills. * Strong case management skills. * Research and investigative skills. * Familiar with safeguarding legislation and good practice * General Data Protection Regulation | E  D  D  E  E  E  D  D |
|  | | |
|  | **PERSONAL ATTRIBUTES** |  |
|  | **EXPERIENCE** |  |
|  | The ability to self-manage, working to a service framework and making use of peer support. | D |
|  | An ability to assess and evaluate client needs, able to get to the heart of the issue. | D |
|  | Understanding of the inclusive agenda and its relevance within a diverse society. | D |
|  | The ability to manage emotional and stressful situations, and maintain a positive work life balance | D |
|  | Able to engage with and support the wider team supporting those living with dementia. | D |
|  | The ability to self-manage, working to a service framework and making use of peer support. | D |
|  | Managing and supporting volunteers | D |
|  | Safeguarding vulnerable adults | E |
|  | MS Office applications particularly Word and Excel, using email and the internet | E |
|  | **EQUAL OPPORTUNITIES** |  |
|  | Commitment to incorporating Equal Opportunities principles into all aspects of work. | E |
|  | | |
|  | **ADDITIONAL** |  |
|  | Must occasionally be able to work outside of usual working hours. | D |
|  | Must have a full driving license and use of a car | D |