**ADVICE & CASEWORK OFFICER – ROLE SUMMARY**

**Focus of the Role**

Your key focus will be to identify the advice needs of the people we are working with and the options available to them and also if required, providing casework support to achieve them.

**Key Relationships**

Age UK Bradford District teams, Volunteers, Partners across the VCS and statutory sectors.

**Responsibilities**

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| **Provision of Advice & Casework** | * Responsible for identifying the advice needs of the people we work with and discussing with them, the options available to them. This can be done over the telephone, at one of our community hubs, outreach locations or by home visits. * Provide casework support, when required, in agreed enquiry areas: Benefits, Community Care, Health and Travel. * Completing benefit checks and supporting people to complete benefit application forms * Signposting and referring people appropriately * Updating and maintaining the Charitylog system as required and in line with GDPR * Promoting the service and attending meetings and events both internally and in the community |
| **Other duties** | * Maintain records, case studies and details of work, including equality, diversity and inclusion data to enable effective reporting and promoting of the scheme and AUKBD’s work * Ensure compliance with quality standards, legal requirements and the policies and procedures of AUKBD. This will include safeguarding, lone working, health and safety and GDPR requirements. * Carry out training relevant to the role, attend team meetings and other duties that may from time to time be required to meet the needs of AUKBD. * To assist with fundraising initiatives * To promote and encourage an active interest in the hubs and the wider work and services of the charity. |

**Advice & Casework Officer – Experience, Knowledge and Skills**

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| **Experience** | * Experience of providing advice & case work * Experience of working with older people * A good, up to date understanding of equality and diversity and its application to the provision of advice. * Working with a quality assured framework and complying with quality standards | * Desirable * Desirable * Desirable * Desirable |
| **Knowledge** | * An understanding of the issues affecting older people and the implications for advice and casework service provision. * An understanding of social welfare issues and the welfare benefits system. * An understanding of the principles behind a person-centred approach. | * Essential * Desirable * Desirable |
| **Skills** | * Ability to work independently * Intermediate IT skills including Microsoft Word and Excel * Ability to speak one of the languages prevalent in Bradford other than English is preferred but not essential * Full drivers license and access to a car | * Essential * Essential * Desirable * Essential |

**Age UK Bradford District – Vision, Mission & Values**

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| **Vision** | Valuing everyone’s future, developing age friendly communities and putting people first. |
| **Mission** | We will enable, empower, and support people to live well as active, engaged and influential members of their communities. We will work to ensure that everyone’s contribution is valued and that individuals and their communities provide mutual support which promotes independence, inclusion, choice and control. |
| **Values** | Person Centred, Inclusive, Empowering, Connected, Authentic |