JOB DESCRIPTION

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| **TITLE:** | **Information & Advice Assistant** |
| **LOCATION:** | **Hastings** |
| **HOURS:** | **15 hours per week,** **3 hours per day, Mon-Fri** |
| **SALARY:** | **From £23,660 FTE** |
| **RESPONSIBLE TO:** | **Information & Advice Manager** |
| **RESPONSIBLE FOR:** | **AREAS:****Information and Advice** |
|  | **LINE MANAGEMENT:****No direct reports** |

# PURPOSE OF THE POST:

1. To deliver frontline Signposting, Information & Advice services across East Sussex for people in later life, in conjunction with the Information & Advice Manager and a team of Information & Advice staff and volunteers: Working in partnership with internal and external stakeholders to ensure excellent information and advice services are available and accessible to communities across East Sussex.
2. To provide information, signposting and advice to and in support of older people, and their relatives and carers.
3. To assist in the provision of a high-quality service for older people and their carers.
4. To maintain up-to-date files and records in line with the Advice Quality Standards.
5. To proactively work with the Information & Advice Manager to develop and promote the service.
6. To ensure the policies of Age UK East Sussex (particularly the Equality and Diversity, Health and Safety and Confidentiality policies) as they apply to Information and Advice are carried out properly.

# DUTIES AND RESPONSIBILITIES:

## Providing Information and Advice

1. To staff the AUKES Information & Advice Triage telephone line
2. To assist in the provision of a triage service to older people via telephone and email, from the Hastings Information Centre
3. To keep up to date on relevant changes in the law, policies and procedures, both locally and nationally, as they apply to and affect older people and their carers
4. To reply to enquiries promptly and to the required standard, whether by telephone e-mail, letter, or appointments
5. To identify the information and advice needs of clients and respond accordingly
6. To act as the first port of call about any of Age UK East Sussex’s services and products
7. To support other Age UK East Sussex staff by providing information and Advice bulletins, maintaining and updating all signposting information when required

## Using Systems and Databases

1. To log all enquiries on the Charity Log database
2. To develop a working knowledge of the information & office systems, including Charity Log, which supports the advice service, using them effectively and contributing to their continuous improvement
3. To provide and maintain statistical information and case records as requested by the Information and Advice Manager.
4. To assist in compiling and presenting quarterly reports (statistical and narrative) for internal and external reporting purposes and other reports as required.

## Maintaining and updating reference material and information sources

1. To collate and maintain an electronic library of information and resources which support older people and their carers, and to make these available as part of the service
2. To maintain a system of ordering relevant information materials

## Networking and Outreach

1. To liaise with outside agencies including on behalf of users and for the purpose of establishing closer working links.
2. To assist in working with key stakeholders and multi-agency partners to optimise the use of the Information and Advice Service, ensuring it has sustained and targeted impact on older people across East Sussex and offers a broad range of access to information on our services and those of partner agencies
3. To attend internal and external meetings, including Information and Advice networks, and to help promote the work of the I&A service at these meetings

## Compliance with policies and procedures

1. To work within the policies, procedures and quality frameworks adopted by Age UK East Sussex with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements

# OTHER:

1. To undertake relevant training as required by the organisation and agreed with your line manager.
2. To assist in the recruitment and support, supervision and training of I&A volunteers.
3. To be an Ambassador for the Charity, positively promoting the organisation and its services at all times.
4. To contribute to the financial sustainability of the service by assisting with fundraising activities and approaches as requested by the Information and Advice Manager.
5. To work constructively with other staff members and teams at AUKES and help promote a positive and happy work environment.
6. To undertake other duties/ responsibilities as may be reasonably required by your line manager within the level of the post and to work flexibly as required.

Age UK East Sussex reserves the right to review this job description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.

# PERSON SPECIFICATION

| **Attribute:** | **Requirements:** | **Essential/ Desirable:** | **How Assessed:** |
| --- | --- | --- | --- |
| **Education/ Qualification** | GCSE or equivalent English and Maths | Desirable | Application |
| Good Standard of Education | Essential |
| **Experience/ Knowledge** | Experience in providing services in person, by telephone, e-mail, and letter.  | Essential  | Application / Interview |
| Experience of working with older people, either in a paid or unpaid role.  | Essential  |
| Experience of providing excellent customer service. | Essential  |
| Good IT skills, competent user of Microsoft Excel and Word and a working knowledge of Charity Log. | Essential  |
| Knowledge of issues affecting older people at both individual and social levels.  | Essential |
| An understanding of GDPR requirements and the Data Protection Act. | Desirable |
| Good understanding of welfare benefits, housing, and community care. | Desirable |
| Knowledge of law, policies, and procedures (both locally and nationally) that apply to and affect older people and their carers | Desirable |
| **Skills and Abilities** | Ability to communicate simply and effectively, orally and in writing, with people from a wide range of backgrounds, and to respond to their needs with sensitivity.  | Essential | Application / Interview |
| Ability to work under pressure as a team member with self-assurance, self-confidence and to have a responsible approach to teamwork.  | Essential |
| Experience of maintaining casework with the ability and willingness to follow set procedures concerning casework and file management.  | Desirable |
| Ability to negotiate on behalf of clients and to demonstrate the skills necessary in advice work.  | Desirable |
| **Other**  | Commitment to adhering to organisational policies and procedures.  | Essential | Interview |
| Commitment to equal opportunity to all members of the community.  | Essential |
| Willingness to learn new skills and acquire knowledge appropriate to the tasks outlined in the job description. | Essential |
| Ability to travel across East Sussex. | Desirable |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the Charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

I confirm that I have received and read the above job description and person specification.

**Employee Name............................................................................................................**

**Signature.......................................................................................................................**

**Date...............................................................................................................................**