



JOB DESCRIPTION: Advisor

HOURS: 21 per week

RESPONSIBLE TO: Service Manager

RESPONSIBLE FOR: Delivery of information and advice case work .

The role involves responding to all incoming telephone enquiries to the organisation, logging calls on our internet based record system (Charitylog), or passing messages on to the correct person, thereby helping us to improve our efficiency. A key part of the role is to provide information, advice and 'signposting' support, as well as assisting with the successful delivery of the income maximisation and the disability benefits claim service to older people and their families living in the Gateshead borough.

Objective:

- To provide an effective and welcoming telephone answering response to our clients, customers and other callers and providing excellent customer service in a friendly and supportive manner.
- To provide a postal based income maximisation advice service to older people and their cars.
- To assist with the disability benefits claim service to older people and their carers, including completion of forms by face to face appointment at Age UK Gateshead's office or home visit when necessary.

The role involves:

- Looking at information provided by clients about their financial and wider circumstances and ensuring information provided seems appropriate and correct, investigating and verifying with the client where necessary.
- Using verified information to calculate benefits which may be available to claim and checking tax deductions seem correct.

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- Using template letters to inform clients of the outcomes and how to progress any actions needed.
- Meeting with the clients in person, using your skills and questioning to draw out the full picture of their health circumstances and how this affects their day to day living and transferring this information to the relevant forms.
- Completing associated paperwork as necessary.
- Explaining the claims process and rights and responsibilities to the client. Answering all incoming calls across the organisation, deciding who the calls are for and what action is needed.
- Using Charitylog to record enquiries, take basic details and messages and set follow up actions where appropriate as well as maintaining the case records.
- Providing signposting or information for Information and Advice queries and requesting specific adviser call-backs for enquires outside of your knowledge limitations.

Your role will also require you to:

- Liaise closely with the Information and Advice manager and other advisers, seeking advice, guidance and support where required.
- Work within Quality Mark Frameworks such as ISO9000 or Advice Quality Standards.
- Participate in training sessions and meetings as necessary.
- Develop a working knowledge of the information and office systems supporting your service role; use them effectively and contribute to their improvement.
- Carry out tasks according to Age UK policies and standards, in particular on confidentiality, anti-discriminatory policies and health and safety.
- Work as part of a team with other Age UK staff.
- Deal efficiently with incoming calls to ensure minimum delay in providing the client's required outcome.

The skills required for the post are:

- Ability to assimilate and understand information by listening and questioning with a clear and confident telephone manner.
- Good verbal and written communication skills, a sound understanding of both spoken and written English.
- Quick and accurate keyboard skills with an ability to write legible and intelligible notes and records;
- Willingness to work according to guidelines and standards and to take a flexible approach to work requirements.

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- An open-minded approach to individuals, avoiding judgement and stereotyping.
- Ability to listen to others and to explain things clearly without jargon or being patronising.
- Knowledge or experience in the lives of older people and their carers and a commitment to improving the quality of life of the same.
- Awareness of discriminatory practices and equal opportunity issues; and a commitment to social justice and equity.
- Ability to work as part of a team as well as on own initiative with minimal supervision, and to work with other Age UK staff and other agencies; and to seek and offer support.
- Willingness and interest in learning, and to attend training and other events.
- A positive, enthusiastic and customer focused attitude with an ability to demonstrate patience and sensitivity, and to respond appropriately to different and sometimes difficult situations. Sense of humour!
- Awareness of own limitations and boundaries within the service, together with an understanding of the need for confidentiality.

The skills required for the post are:

	Application	Interview
Essential Criteria:		
• Good General Standard of Education	✓	
• Extensive recent experience of an advice or advocacy role	✓	✓
• Experience of working with multi-disciplinary teams across health, social care, the voluntary sector and GP practices	✓	✓
• Up to date knowledge and understanding of the benefits system, and policy and practice in Adult Social Care and Health.	✓	✓
• Good organisational skills	✓	✓
• Excellent verbal and written communication skills.	✓	✓
• Excellent interpersonal skills, with a commitment to improving the quality of life of older people.	✓	✓
• An ability to write legible and intelligible notes and records	✓	✓
• Willingness to work according to guidelines and standards and to take a flexible approach	✓	✓

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to work requirements.		
<ul style="list-style-type: none"> • Excellent IT skills with quick accurate keyboard skills and a willingness to use the IT available 	✓	✓
<ul style="list-style-type: none"> • A positive, enthusiastic and customer focused attitude with an ability to demonstrate patience, sensitivity and a sense of humour. 	✓	✓
<ul style="list-style-type: none"> • Ability to assimilate and understand information by listening and questioning with a clear confident telephone manner. 	✓	✓
<ul style="list-style-type: none"> • Awareness of own limitation and boundaries within the service, together with an understanding of the need for confidentiality. 	✓	✓
<ul style="list-style-type: none"> • Ability to work as part of a team as well as on own initiative with minimal supervision 	✓	✓
<ul style="list-style-type: none"> • A willingness and ability to work unsocial hours (e.g. occasional evening work) to meet the needs of the services as required. 	✓	✓
<ul style="list-style-type: none"> • Car owner/driver with current, clean driving licence or access to suitable means of mobility 	✓	✓
Desirable Criteria:		
<ul style="list-style-type: none"> • Experience of working within the Voluntary Sector. 	✓	✓
<ul style="list-style-type: none"> • Experience and knowledge of Gateshead's health and social care sector. 	✓	✓

* The above criteria will be measured as indicated

Further Information:

- All contracts are subject to six months probationary period and are entitled to 25 days p.a. (pro-rata) plus public holidays, with a 3% contributory pension scheme after 3 months.
- This post will require an enhanced DBS disclosure.

Location:

Based in House on the Hill, Sunderland Road, Felling, NE109LR.