

Job Description

Job Title	Information and Advice Coordinator
Department	Information and Advice
Location	A mixture of working remotely and from our Head Office, Hertford with regular travel within Hertfordshire
Hours	Full time, 35 hours per week
Salary	£26,490 per annum
Reports to	Head of Information and Advice
Benefits/ entitlements	Pension Scheme Health Cash Plan after successful probationary period completion. Travel expenses at 45p per mile are paid for the use of your car in the course of your work. Your vehicle must be insured for business purposes.

Scope

- Age UK Hertfordshire is an independent charitable organisation, which observes the values, principles, standards and good practice of the Age UK Federation; and consequently has been granted a licence to use the well-known name, Age UK Hertfordshire (AUKH), which is respected throughout the county.
- Our mission is quite simply to **“improve the lives of older people in Hertfordshire”**, and work to ensure that older people in Hertfordshire are valued, able to live well and retain their independence throughout later life.
- We provide detailed information about our organisation and the range of services we provide on our website www.ageuk.org.uk/hertfordshire

Main Responsibilities

- Delivering the Information and Advice service for Age UK Hertfordshire both on the Information and Advice Line and in the community.
- Working with the Information and Advice Service Manager, Information and Advice Coordinators and volunteers on the implementation of the Information and Advice Service.



- Ensuring information and advice is easily accessible to all older people within the county of Hertfordshire.
- To observe AUKH values and demonstrate its behaviours.

Key tasks

- Coordinate the information and advice systems in line with policy and working in partnership with colleagues.
- Establish and maintain a basic, general information manual file and database about all subjects relevant to older people and ensure that it is accessible.
- Ensure that all information given to enquirers is accurate, current and in a style which is accessible and usable to a wide range of people.
- Ensure that all advice (including benefit advice) given to enquirers is accurate, current and in a style which is accessible and usable to a wide range of people.
- Respond to telephone enquiries/ community enquiries by allowing callers to clarify their information needs, meeting their needs and advising on the use of information given.
- Provide community outreach support to clients in their own homes on a range of issues including: help with claiming benefits, housing applications and other applications, Lasting Power of Attorney, and IT skills.
- Respond to written enquiries in an accurate and concise manner.
- Respect the confidentiality of clients and their rights to make their own decisions.
- Manage the computer systems in line with the requirements.
- Maintain a monitoring service for the organisation by collecting statistical information about callers and enquiries to allow for development and evaluation of the service.
- Supply information to affiliated groups and external organisations.
- Develop a fully integrated internal information system for the organisation to ensure members of Age UK Hertfordshire staff and volunteers are fully aware of material available and how to access it.



- Work with other members of staff to identify the information and advice needs of the older people of Hertfordshire and how to improve the availability of this material.
- Liaise with other voluntary, and statutory organisations, to help provide a comprehensive information and advice service for the community.
- Become familiar with, and utilise, all the resources available from Age UK England.
- Undertake specific short term projects as identified e.g. winter warmth campaigns or other government initiatives, local events or issues.
- Prepare quarterly reports (executive reports) for submission to Service Manager in accordance within agreed timescales.
- Carry out other relevant work as agreed with the line manager.
- Work occasional evenings or weekends for which time off in lieu will be given.
- To undertake any other duties within the competence of the post holder as may be required from time to time by the CEO / Senior Management Team.

Additional Information

Confidentiality: Attention is drawn to the confidential aspects of this job and personal responsibility and liability under the General Data Protection Regulations 2018. Matters of confidential nature, including information relating to clients or staff, must not under any circumstances be divulged to any unauthorised person.

Health & Safety: The post holder is required to take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies and codes of practice and departmental safety rules are adhered to.

Equality & Diversity Policy Statement: We believe that equality for all is a basic human right and actively oppose all forms of unlawful and unfair discrimination. We celebrate the diversity of society and are striving to promote and reflect that diversity within this organisation.

DBS: Enhanced DBS required