

Information & Advice Service

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 12,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

If you come and work with us, you'll join around 240 colleagues and 110 volunteers who are proud of, and passionate about their work & our customers, who pull together as a team and who make an impressive difference in the lives of older people every day.

What you'll be a part of

Joining a thriving organisation, we'll ask you for your opinions and create opportunities for you to get involved in shaping what we do and how we do it.

The Information & Advice (I&A) service is delivered across Lancashire and last year supported over 2300 older people with issues relating to welfare benefits, social care, housing, energy efficiency and scams awareness.

We provide support through telephone calls, office appointments, outreach work, focus groups and home visits.



The Job

As an adviser, you will support clients to identify any unclaimed benefit entitlements, help with completion of claim forms, and complete wellbeing assessments.

Responsible for ensuring clients are aware of their rights, you will deliver the high-quality service using the most appropriate method, either via telephone, office-based appointments or home visits.

You will be required to work within strict time limits, giving consideration to any key dates and any requirements for advice or action and work with your clients to agree next steps and appropriate levels of support taking account of the client's circumstances, the complexity of the issues and the organisation's resources.

You will signpost and refer clients appropriately (internally and externally) following agreed procedures and maintain accurate case records to ensure continuity of advice, information retrieval, statistical monitoring, report preparation and quality checking.

You will be expected to have a flexible approach and may be required to provide general, day to day operational support to the Information & Advice Team, including working with volunteers.

You will ensure all work meets the Advice Quality Standards and Identify and escalate specific issues for more specialist advice within the I&A team.

The Job continued....

This role may involve a considerable amount of travel around Lancashire, so use of a car is essential.

You will work closely with a trained adviser and the service coordinator who will carry out regular file reviews and provide support and mentoring as required.

Your office location will depend on where you live. Some home working is possible, though much of this role will be community based.

Key Relationships & Stakeholders

Information & Advice Coordinator

Customer Services Manager

Information & Advice team

Clients and their families

Community group leaders

What we are looking for

Welfare Benefit knowledge is essential, specifically relating to Pension Age benefits and you should have a good understanding of the needs of older people.

You should have recent experience of delivering information and/or advice to the public, preferably older people, and will have a good understanding of the skills and techniques used in interviewing clients by telephone, as well as face to face.

We are looking for a confident communicator with the ability to talk to groups of people in informal and semi-formal settings

You should be able to work as part of a team, have the ability to remain calm and take a problem-solving approach to address challenges.

You should be competent in the use of IT systems and Programmes, including Microsoft office Excel and Word, CRM systems (such as Charity Log)

Excellent time management skills are essential, and you will be expected to prioritise your work to ensure deadlines are met and targets reached. Excellent communication skills, both written and verbal are essential for this role.

You will be required to undertake all recommended and mandatory training.

Annual leave: 25 days rising to 30 with length of service + bank holidays (pro-rata for part time employees)

Driving: To be successful you will require a full driving licence and access to a suitable car.

DBS: Dependant on your role you may be required to have an enhanced or basic DBS check and all the associated costs will be met by the employee.

This job description is not intended to be exhaustive. You will be required to help your team out from time to time, this may not be your usual day to day tasks however a flexible attitude is needed to ensure a smooth running of our service.

