



INFORMATION & ADVICE ADVISOR / OFFICER

Job Description

Hours: 21 – 35 hours. All hours to be worked between 9 – 5 Monday – Friday. We will consider full days or shorter days to meet personal commitments.

Contract: Permanent

Responsible to: Information & Advice Manager

Location: White House Community Centre, Hampton and at community locations / homes across the London Borough of Richmond upon Thames. Some home working is also possible in line with Hybrid Working Policy.

Salary: £28 – 32,000 FTE DOE plus 5% pension contribution pension contribution. Employee Assistance Program (EAP), Blue Light card and Age UK discount schemes.

Purpose of the role:

Age UK Richmond upon Thames is a local independent charity supporting older people across the London Borough of Richmond upon Thames. We provide a wide range of useful and well utilised local services in Richmond upon Thames designed to improve wellbeing and enhance independence – including information & advice; a wide range of social & wellbeing centres and sessions; support after hospital discharge; digital skills development; Dementia Friendly Richmond; mental health peer support and home services such as handyperson, housekeeping and gardening. Partnership is a core part of our work – we work in close collaboration with other voluntary sector partners and wider organisations to maximise our impact and reach. Our friendly and committed team of 50 staff and 100+ volunteers support over 4,000 local older people each year.

Our Information & Advice service is a central part of our organisation. Our small team of staff supported by excellent volunteers provide free and confidential Information & Advice to older people across the borough on a range of topics. The main area of support is to claim welfare benefits and other forms of financial support – but also includes a range of other topics such as accessing care & support; independent living; sorting out paperwork and housing.

This role will join the Information & Advice team.

Main Responsibilities:

1. Provide welfare benefits & financial advice, including advising older people on the financial support available, making applications on their behalf and following through applications to result.
2. Provide Information & Advice on other topics older people require support with. Refer and signpost to other services as needed.
3. Work across the areas of our Information & Advice service areas as needed – including our first contact helpline, welfare benefits and Advice Extra.
4. Providing support via home visits, over the phone and in community settings.
5. Ensure the requirements of our Advice Quality Standard (AQS) are met in every case.
6. Ensure response to emails and phone calls are high quality and meet the needs of older people. This includes not only dealing with the presenting issue, but asking the right questions to ensure that we really understand the enquiry.
7. Following the make every contact count initiative by being proactive in exploring all the issues an older person may have in all interactions and taking a holistic approach.
8. Add client information and case notes to our Charitylog database system, putting good data collection at the heart of every interaction.
9. Ensure the service is delivering and maintaining standards in quality accreditations.
10. Be proactive in developing and maintaining understanding of welfare benefits and other issues older people may require support with. Regularly update knowledge of Age UK Richmond services as well as those in the wider community and other voluntary groups to ensure the best information can be provided to clients.
11. To abide by good practice guidelines and recommended standards in all aspects of work.
12. To attend employee, team and supervision meetings as required.
13. To attend training courses as required.
14. To uphold and implement the policies and procedures of Age UK Richmond upon Thames throughout all aspects of work.
15. Undertake from time to time such other tasks as may be reasonably requested.

Other Duties

You are required to undertake such other duties appropriate to your role and level of responsibility as may reasonably be required of you. Therefore, the list of duties in this Job Description should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Richmond upon Thames reserves the right to update your Job Description to reflect changes in, or to, your post.



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Person Specification

Essential

1. Excellent administration skills and experience.
2. Good IT skills, in particular using CRM databases and Microsoft Office.
3. Excellent communication and interpersonal skills.
4. Proactive, enthusiastic, creative, friendly and engaging approach.
5. Highly organised.
6. Real will to contribute to improving the lives of older people.
7. Willingness to learn and develop, and able to assimilate information quickly.

Highly Desirable

1. Experience of working in an Information & advice role, in particular welfare benefits advice work.
2. Experience in working with older or vulnerable people or in a health, social care or voluntary organisation

Access to a car is required.