

## **AGE UK SOLIHULL**

### **JOB DESCRIPTION**

- JOB TITLE:** Community Advice Hub Adviser
- LOCATION:** The main base for the purpose of travel and expenses is The Core, Solihull B91 3RG. There is a requirement to work from the Community Advice Hub in Chelmsley Wood and an additional requirement to work from any Community Advice Hub or Age UK Solihull Office without notice in line with the needs of the organisation now and in the future.
- RESPONSIBLE TO:** Hubs Manager
- RESPONSIBLE FOR:** No line management responsibilities
- JOB PURPOSE:**
- To support the delivery of the Community Advice Hubs, ensuring compliance with the Care Act 2014.
  - To deliver a holistic service through all mediums, face to face, by phone, email and any other digital platform.
  - To enable residents of Solihull to have access to a Single Point of Contact that promotes health and wellbeing, prevention, and early intervention, leading to improved outcomes for individuals and communities.
  - To deliver a service co-produced with all partners and service users.

#### **DUTIES:**

1. To provide information, advice and support to any resident of Solihull to ensure they are enabled to access all services they need to remain independent, safe, healthy and active members of their local communities.
2. To explore individual and family situations and needs through the process of holistic assessment and provide the information, advice and support residents require.
3. To work to the Hubs ethos of prevention and early intervention but also support residents in crisis.

4. To provide benefits advice and casework as required, ensuring residents are enabled to claim the benefits they are entitled to and maximise their household incomes.
5. To support Debt Advice and Casework provision within the Hub, complying with all applicable legislation, including FCA guidelines
6. To proactively promote the Community Advice Hubs to existing and new partner organisations, and to Solihull residents.
7. Support the development and maintenance of the reference tool of referral pathways, the services provided by partner agencies and local and national information tools, keeping the information updated on a regular basis.
8. To maintain databases and comply with monitoring and reporting requirements.
9. Communicate and refer to partner agencies, working across the sectors and ensuring referral pathways are strong, relevant and appropriate, coordinating and monitoring referrals for those most in need and deemed most vulnerable.
10. Ensure that gaps in service and unresolved operational difficulties are reported to the Hubs Manager.
11. To work as part of the wider Community Advice Hub Team, take a flexible approach, and be led by demand across all parts of the service and wider organisation.
12. To attend any training or meetings deemed necessary, updating and maintaining relevant knowledge required to fulfil the role.
13. To undertake any other duties that may be required.

### **Additional Notes**

All staff are expected to work flexibly in terms of location and to undertake any role within the Community Advice Hub/Information and Advice Services Team as required.

All staff have a particular responsibility for ensuring that Safeguarding Adults legislation and guidelines are adhered to, that the well-being of at risk individuals is promoted and that at risk individuals are aware of their right to protection from all forms of abuse.

This post is subject to a satisfactory DBS check and references.

All staff have an individual responsibility to comply with Age UK Solihull's Policy and Practice on Health and Safety Matters.

All staff are expected to support the fundraising activities of Age UK Solihull.