



AGE UK SOLIHULL JOB DESCRIPTION

Pay Scale: £26,214 pa pro rata

Hours of Work: 24 hours per week Monday to Friday

- JOB TITLE:** Community Advice Hub Direct Payments Caseworker
- 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 home, 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:** Deputy Hubs Manager
- RESPONSIBLE FOR:** No line management responsibilities
- JOB PURPOSE:** To provide a comprehensive, professional, and high quality Direct Payments Information and Advice Service in Solihull, primarily at the Community Advice Hubs but may also include home visits.

Providing support to adults, children and families, and carers to access direct payments, promoting independence, choice and control.

To work alongside the Personal Assistant (PA) Register Coordinator, facilitating the development of a PA Register in Solihull.

To provide other functions as part of the Community Advice Hub Team as dictated by demand.

DUTIES:

1. To provide support to any residents of Solihull accessing the Hub 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 manage a caseload and provide an excellent Direct Payments Information and Advice service, including undertaking PA recruitment, informing of legal processes regarding becoming an employer, enabling the managing of accounts and payroll, advising re training, undertaking DBS checks, and problem solving.
3. To undertake any aspect of the Direct Payments support service as outlined in the Community Wellbeing Service Prospectus 2018.
4. Liaise regularly with the Community Wellbeing Service payroll and managed accounts supplier organisation to ensure effective communication and a high quality of support to residents utilising Direct Payments in Solihull.

5. Communicate and refer to partner agencies, working across the sectors and ensuring referral pathways are strong, relevant, and appropriate. To develop a network of contacts for the benefit of providing Direct Payments information and advice services.
6. To proactively promote the Community Advice Hubs and Direct Payments Information and Advice Service to existing and new partner organisations including statutory Social Care services, and to residents themselves.
7. Produce and update information relevant to the provision of Direct Payments Information and Advice.
8. To maintain databases and comply with monitoring and reporting requirements.
9. Ensure that gaps in service and unresolved operational difficulties are reported to the Deputy Hubs Manager.
10. 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.
11. To attend any training or meetings deemed necessary.
12. 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 Team as required.

All staff have a particular responsibility for ensuring that Safeguarding Adults and Children 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. This post requires a full driving licence and use of a car as it is an essential car user position.

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.