

AGE UK SOLIHULL
JOB DESCRIPTION



Salary : C13 £26,214 per annum
Hours of work : 35 hours per week

- JOB TITLE:** Older People's Information and Advice Caseworker
- LOCATION:** The main base for the purpose of travel and expenses, is The Core, Solihull B91 3RG. There will be a 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. Some home working may be required.
- RESPONSIBLE TO:** Older People's Services Manager
- RESPONSIBLE FOR:** No line management responsibilities
- JOB PURPOSE:**
- To provide a specialist Information and Advice service to older people, their families and carers living in Solihull from locations that suit their individual needs, primarily the Community Advice Hubs but may also include Home Visits, Day Services, Hospitals and other Health and Social Care settings.
 - To promote 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.
 - To comply with the requirements of the Age UK Information and Advice Quality Programme.
 - To provide other functions as part of the Age UK Solihull Team as dictated by demand.
- DUTIES:**
1. To provide support to all older residents 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 provide specialist health and social care information and advice casework, complying with the Age UK Brand Partnership Agreement and the requirements of funders.

3. To support the Hub Model through Level 3 Specialist Advice, and, as part of the wider team, support residents to access Level 1 and Level 2 support.
4. 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.
5. To proactively promote the service.
6. Support the development of a 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.
7. To maintain databases and comply with monitoring and reporting requirements.
8. To ensure all information, advice and records are compliant with the Age UK Information and Advice Quality Programme.
9. Ensure that gaps in service and unresolved operational difficulties are reported to the Director of Services
10. To work as part of the wider Age UK Solihull 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 reasonably undertake any role within the Community Wellbeing Service 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. A full driving licence and use of a car is essential.

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.