



**Adviser
INFORMATION & ADVICE TEAM
Job Description**

Post	Full-time
Salary	£24,000
Place of work:	Home Based/Hybrid Working
Hours of work:	35 hours per week
Reporting to:	Information and Advice (I&A) Manager

Job Offer and Employment subject to satisfactory Right to Work Checks and Enhanced Disclosure & Barring Service (DBS) check.

Job description:

1. To manage a welfare rights and other matters caseload, ensuring casework is recorded in a timely manner and in line with agreed quality standards.
2. To provide welfare rights advice to clients in urgent circumstances.
3. To work together with the other members of the Advice team, providing welfare rights advice and referring to internal and or external Welfare Rights Specialists when necessary.
4. To work in partnership with clients, informing them and empowering them to problem-solve and make informed decisions about their future.
5. To work as part of the wider Age UK Surrey advice and information team ensuring effective cover in services including dealing with emergencies when required.
6. To ensure clients are offered an integrated holistic service by working closely with the other teams in AUKS.
7. To build and maintain good relationships with statutory and other partners and to work together with them to get the best outcomes for our clients and to monitor unmet need in Surrey so that this can be addressed.
8. To participate in the development and delivery of referral partnerships and outreach services, in order to reach the most vulnerable older people within Surrey.

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9. To keep up to date in all relevant matters including welfare rights, housing and related social welfare law, actively participating in training and development opportunities.
10. To share key information about developments in social welfare law with the I&A Team and provide second tier advice and training in advice & welfare rights law to staff and volunteers.
11. To provide line management to volunteers, where required.
12. To monitor outcomes against agreed standards and produce statistical information, reports and case studies when required.
13. To actively seek feedback from clients, colleagues and stakeholders and to use this feedback to improve the service.
14. To promote a safeguarding culture, applying best practice to ensure the safety of all clients, particularly adults who may be vulnerable
15. To carry out any other reasonable duties as requested by management for the efficient running of the organisation.

The attributes that are important to this role include:

- Excellent organisational and communication skills
- The ability to support older people sensitivity
- Excellent listening skills
- Reliability
- Confidentiality
- Attention to detail
- Digital literacy

Person Specification

E	Essential	A	Application Form
D	Desirable	I	Interview

1. EXPERIENCE

Characteristic	E	D	Assessment
Experience of team working and able to work on own initiative	E		A/I
Knowledge or experience of working within a quality assured casework environment	E		A/I

Experience of working with a complex and demanding heavy casework load	E		A/I
Experience and knowledge of Welfare Benefits & Housing – advice, assistance and representation (1 year min)	E		A/I

2. KNOWLEDGE AND SKILLS

Characteristic	E	D	Assessment
Understanding and appreciation of the communication needs of older people and persons at risk		D	A/I
Excellent knowledge of Microsoft Office programs including Word and Excel	E		A/I
Awareness of the function of Age UK Surrey services and support		D	A/I

Working conditions:

- The nature of this post will require travel therefore a requirement of this post will be access to and the use of a vehicle and a current driving licence.
- This post will involve some lone working therefore the advice and guidance of Age UK Surrey must be followed.