

Job pack

A large abstract graphic on the right side of the page, consisting of several overlapping diagonal bands of color: dark blue, bright blue, magenta, orange, and lime green.

**Community Support Adviser
(Fixed Term Contract)**

This pack contains the following sections:

- About the employer: Age UK Sutton
- How to apply
- Role description and person specification

About the employer: Age UK Sutton

Age UK Sutton (AUKS) is an independent, local charity with a turnover of around £1.3m. The charity is a brand partner of Age UK, and as such benefits from membership of a network of similar small and medium sized independent charities across the UK, whilst being able to maintain a focus on local issues in the London Borough of Sutton.

The charity delivers a mixture of 'on demand' services, commissioned services, social and community activities, and is increasingly involved in local influencing and strategy. Age UK Sutton is the lead partner for the older people's strand of the Sutton Plan, the local plan to develop services and improve life for all residents in Sutton. The charity works extensively in partnership with a wide range of other local charities, community groups, and statutory bodies including the NHS and the Council.

We are a small charity with just over 30 staff, some part-time, and a cohort of over 50 further workers delivering variable hours in our 'Help at Home' support services. The charity also has a cohort of volunteers.

Age UK Sutton enjoys an open and participative working environment. We work to our core values of being supportive, professional and person centred. These are reflected in the way we work with older people, with each other and with our partners. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

Age UK Sutton strives to provide a supportive working environment for all staff and volunteers in order that they can develop personally and professionally and acquire new skills. We are a flexible employer and pride ourselves on being a family and carer friendly workplace.

We are also a founding signatory of the #ShowTheSalary campaign so we have pledged to always show the salary when we advertise roles, to help close the pay gaps that exist in the sector and give all candidates a more equal chance of a fair wage. We also encourage and welcome applications from non-graduates. If there are any reasonable qualifications required for the role we will clearly state this and explain why.

How to apply

Please email us at workforus@ageuksutton.org.uk to apply, submitting a CV and supporting statement which will give you the opportunity to show how you meet the person specification. Please note that CVs without a supporting statement will not be considered.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting Charlotte Gowns, Business Support Manager.

charlotte.gowns@ageuksutton.org.uk
07577 130549

This role is being advertised on a rolling basis, meaning that if we find a suitable candidate before the final closing date, we may close this advertisement early. We will review applications as they are received and will invite suitable candidates to interview – you will be contacted to gather your availability should this apply.

We strive to make our recruitment process fully accessible to all applications and anyone who may require additional support or reasonable adjustments – [see more here](#). If you would like to discuss anything with us, including the opportunity for extra time to apply to this role, please contact Charlotte at workforus@ageuksutton.org.uk. This will not adversely affect your chances of being shortlisted or invited to interview.

Final closing date for applications: Midnight, Sunday 15th September

The Role:

Community Support Adviser (Fixed-Term Contract)

Full time 37.5 hours per week, £26,780

Fixed-term contract 1st September 2024 – 31st March 2025

Role Purpose

Responsible to: Community Support Manager

Based at: Community based work across the Sutton borough and at the Age UK Sutton Offices, 1 Carshalton Road, Sutton SM1 4LE.

The Service

Our Community Support team provides regulated Information and Advice to residents of Sutton. It is Age UK Sutton's front door service and effective delivery is essential to the profile and delivery of all Age UK Sutton's services. Our team operate with a mixture of light touch information provision and signposting through to supporting clients on a longer-term basis through Advice provision and Casework.

The Community Support Team delivers a significant amount of the charity's work, supporting in excess of 3,000 people a year through office, community and home-based service delivery and special events.

The AUKS Community Support Team service is committed to:

- Offering free, confidential and impartial information and **advice** to all older people, family and carers of older people in the London Borough of Sutton
- Engaging and working in partnership with professionals to provide information and advice and collaborative case work
- Working with older people to identify their own goals, set priorities and create a shared action plan through delivery of casework to achieve successful progression of enquiry
- Monitoring outcomes of all service provision to maintain high levels of customer care and identify opportunities for development and emerging need in the borough
- Maintaining and developing best practice in safeguarding, equality and diversity and person-centred working

Our Community Support service is delivered by a team of staff and volunteers, led by the Community Support Manager, working with Age UK Sutton's other services to include integrated and seamless service delivery and internal referrals.

The **Community Support Adviser** plays an important part in service delivery. Cases are allocated to you by the Welcome and Information Officer.

You will deliver **advice** in a confidential space at all times, by appointment. You will be responsible to manage the timelines and expectations of the number of appointments required to a suitable outcome, and effectively close the case when appropriate.

The purpose of the role is to:

- Deliver regulated Advice to clients on later life matters, this will include Income Maximisation and advice on keeping safe, healthy and informing people of their rights and entitlements.
- Ensure the clients' need for Advice is identified correctly and that clear, quality Advice is delivered accessibly and efficiently and recorded in line with required quality standards
- Identify contacts that require referral to any of Age UK Sutton's services or external agencies to ensure the client and take appropriate steps to facilitate contact or book an appointment
- Keep excellent records of the contacts made, evidence collected and advice given, validating the legitimacy of advice in evidence, referencing sources and sharing resources with clients to enable them to complete actions for themselves
- Work creatively in a way that empowers older people, supports the influencing work of the charity through evidence capture, sharing stories and examples and adapting to needs as suitable.

Main duties and responsibilities (role profile)

Service Delivery

This role is responsible for the effective and accurate delivery of Age UK Sutton's Community Support Advice and Casework

- Delivered via telephone, email, face to face interaction in a wide range of locations including where appropriate in a client's home.

Includes:

- Exploration and diagnosis of the client's situation and what action is required
- Information and signposting provision
- Delivery of advice including evidenced pro's and con's and options available
- Guidance on what action is to be taken and by who
- Complete casework on behalf of client if it is required.
- Recording of progress, interactions outcomes and case studies to evidence impact of work

Clients will be allocated to you from original referral sources that include other Age UK Sutton services such as Home From Hospital, Help at Home and Let's Connect; Health and Care professionals in the borough, friends and family and self-referrals.

You will be working with clients who experience a 'Life Event' such as a change in work or living circumstances, a health diagnosis, or bereavement or are experiencing Frailty (as per the Rockwood Scale 5+)

You will complete appointments with clients at the Age UK Sutton office, in the community and at the home of the client depending on their level of accessibility and need.

The job holder is responsible for:

- Effectively communicating accurate, impartial and information and advice to older people with a wide range of support and communication needs
- Effectively managing case work and client relationships to ensure excellent client care and accurate recording of actions, evidence and outcomes
- Enabling the older person to develop their confidence and independence through shared goal setting and effective person-centred working practices
- Ensuring clients are referred to other Age UK Sutton Services and external providers and enabled to make contact
- Work with external agencies including Adult Social Services, Housing services, Department of Work and Pensions on behalf of users and for the purpose of establishing close working links
- Keeping up to date with relevant changes in legislation, policy and procedures, both locally and nationally and as they apply to and affect older people and their carers
- Accurate recording of client data, using the CRM (Charity Log) in line with the AUKS Data Protection and Confidentiality policies
- Participate in learning and development opportunities and take responsibility to identify own learning needs

Other Activities:

- Attend staff meetings, supervision and development meetings
- Proactively support service delivery across the organisation
- Participate at Age UK Sutton events (some evening and weekend commitment may be required)
- Demonstrate excellent time management and prioritisation
- Participate in training/education that is relevant to the post
- Work with Age UK Sutton policies on Equity, Health & Safety, Confidentiality Data Protection, and others
- Undertake other general duties as may be deemed necessary by Age UK Sutton

Person Specification

Dimension:	Skills/experience
Service Delivery	Understanding of the complex issues and needs affecting older people and their carers
	Understanding of the services available to older people from the statutory, voluntary and private providers, including social care and housing services
	Knowledge of the statutory UK welfare framework of benefits and pensions for individuals and financial support available from alternative sources
	Understanding of the legislative and policy context of the service including the Care Act, the Equality Act, Mental Capacity and Safeguarding
	Experience of working with other professionals, both in partnership and when challenging provision and support decisions
	Skilled in providing accurately resourced information and advice pitched effectively for the individual client's needs
	Experience of working with vulnerable people and their families and carers
Personal Skills & Attributes	Excellent written and verbal communication to a wide range of clients and stakeholders in a variety of settings
	Excellent listening skills, ability to empathise with older people and use tact and sensitivity when dealing with vulnerable clients
	Ability to work methodically, keep accurate records and to collect statistical information, working within a quality assurance framework
Other	Experience of working as part of an integrated team, and demonstrable ability to work collaboratively with colleagues in different roles, reporting on progress and sharing insight
	A demonstrable personal commitment to the Mission, Vision and Values of Age UK Sutton
	Proficient in Microsoft Office software. Experience of using databases is helpful, but training will be provided.