

**Job Description
Information & Advice Senior Adviser**

Job Title	Information & Advice Senior Adviser
Hours	Full time, 35 hours per week. Five days a week, Monday to Friday
Contract	Permanent
Salary	£25,568 (pay review pending) Company pension offered (employer contribution 6%; life assurance; employee assistance programme offering both phone and face to face support; discounts and rewards
Location	Southampton – office and home visits Occasional travel to other premises (expenses will be paid)
Closing Date	12 noon Friday 27 th September Interviews will be held week commencing 30 th September
	<i>This post is exempt from Rehabilitation of Offenders Act. Appointment will be subject to an Enhanced level DBS check and satisfactory references.</i>

Main Purpose & Scope

To support the day-to-day delivery of our local service for older people who are approaching Age UK Southampton for information, advice and support, and to ensure that they are provided with an appropriate in-house service, or suitably referred on.

To provide face to face advice in our core advice areas of welfare benefits, social care and housing options, in a range of settings, including people’s homes, and by telephone and email.

Equity, Diversity, and Inclusion

AUKW is committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. We know that we can only retain our position at the forefront of excellence in later-life care by learning, reflecting, and innovating, and we expect our staff to pursue continuous professional development. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.

Key Responsibilities

Information and Advice Service

- Provide information, advice and casework, including support on more complex issues, during advice sessions and by attending outreach sessions and home visits throughout Southampton.
- As one of two Senior Advisers, manage and develop a small team of volunteers to provide an efficient and effective Information & Advice service for older people in line with Age UK Wiltshire's policies, and guarantee the efficient and effective operation of the Information & Advice service ensuring cover for absence.
- Monitor and manage caseloads of volunteer advisers, ensuring that work is purposeful, targets are clear and caseloads are manageable.
- Keep informed of developments in benefits, social care and other issues relating to older people, including attendance at training and events, and ensure that the team is appropriately updated.
- Quality check casenotes of the volunteer advisers you are supervising and give constructive feedback, enabling volunteers to learn and ensuring their work is to the required quality standard of Age UK.
- Maintain information systems and resources.
- Assist with the recruitment and training of Information & Advice volunteers.
- Record all activity and contacts on our CRM (Charitylog) and provide reports as required.
- Represent Age UK Wiltshire at meetings and conferences as appropriate.
- Develop services in response to client feedback, unmet need, social policy and best practice changes. This may include partnership work with other agencies and/or developing project proposals.
- Undertake such other duties, commensurate with the role, as may be from time to time required
- Where needed, provide a supervisory role during an advice session at our Southampton office. Assess enquiries as they come in and allocate a suitable adviser to deal with it dependent on the level of skill required. Coach lesser skilled advisers to deal with more complex queries leading to an up-skilling of all advisers over time.
- Oversee specific projects within the I&A service and manage teams of volunteers who work on these projects. Produce reports on specific projects as and when required.

General responsibilities:

- Contribute to the wider aims and objectives of the organisation.
- Take part in Age UK Southampton events and activities as agreed.
- Attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction.
- Attend staff meetings, training courses and other meetings as required.
- Comply with Age UK Southampton policies with particular regard to our Equity, Diversity and Inclusion, Safeguarding, and Data Protection policies and guidance.

- Be committed to Age UK Southampton policy and procedures on keeping adults safe from abuse, ensuring that all concerns are reported to a Senior Manager and that safeguarding is embedded in all decisions and actions.
- Show flexibility and a willingness to cover for other staff.
- Provide support to the offices, staff and volunteers of the charity as required.

**Person Specification
Information & Advice Senior Advisor**

Criteria Category	Requirements	
Experience	Experience of working in information and advice, in direct contact with people, families and carers in a paid or voluntary capacity	Essential
	Experience of providing advice and casework support including benefits advice	Desirable
	Experience of working with volunteers	Desirable
	Experience of delivering training 1-2-1 and to groups	Desirable
	Knowledge and experience of social care and self-funded care.	Desirable

Criteria Category	Requirements	
Skills	Understanding of issues affecting older people, particularly vulnerable and socially isolated, and ability to communicate in a sensitive way.	Essential
	Excellent planning and organisational skills and the ability to organise own workload according to changing priorities.	Essential
	Excellent interpersonal and team skills with ability to support volunteers.	Desirable
	Computer literate, able to use Microsoft packages, email, the internet, web searches and databases.	Essential
	Excellent communication skills, verbal and written; able to supply reports as required.	Essential
	Ability to assess needs holistically and provide appropriate information, advice, signposting and referrals	Essential
	Ability to work flexibly on own or as part of a team to meet deadlines and operational priorities, quickly, accurately and when under pressure.	Essential
	Ability to work in a person-centred way to identify and address the needs of individuals.	Essential

Criteria Category	Requirements	
Personal Qualities	Understanding of quality systems and abilities to ensure collection of electronic data efficiently in order to provide statistical evidence for analysis.	Essential
	A proven commitment to continuous professional development of self and wider teams.	Essential
	Understanding of Confidentiality and able to be discreet at all times.	Essential
	Understanding of Safeguarding policy and practice.	Desirable
	Proven ability to commit to and work within the organisational values and equity and diversity and inclusion policies	Essential