

Job Description & Person Specification

Job Title:	Information & Advice Advisor
Hours of Work:	Full Time/Part Time
Reporting to:	Service Lead
Hourly Rate:	£13.36 per hour
Location:	Worcester, Malvern & Herefordshire Localities

Overview

This is a varied and interesting role and the opportunity to support older people and their families, to improve their wellbeing and help them to thrive in later life.

Main Duties and Responsibilities

- To provide information and advice to older people, and their relatives and carers.
- To assist in the provision of a high-quality Advice Case Work service for older people and their carers.
- Maintaining up-to-date files and records of interviews in line with the I&A Quality Programme benchmarks and the Advice Quality Standard.
- To ensure that the policies of Age UK Worcester, Malvern & Hereford Localities the Equality and Diversity, Health and Safety and Confidentiality policies as they apply to information and advice are carried out properly.
- To work with other members of the team to improve the effectiveness of Age UK Worcester, Malvern & Hereford Localities providing relief cover for other staff if and when required.
- To assist the Information and Advice Manager in the provision of an information and advice service to older people and their carers via telephone, home visits and outreach sessions.
- Develop a working knowledge of the information and office systems, which support the advice service, using them effectively and contributing to their continuous improvement. Keep up to date on relevant changes in the law, policies and procedures, both locally and nationally, as they apply to and affect older people and their carers.

- To provide and maintain statistical information and case records as requested by the Information and Advice Manager.
- To liaise with outside agencies including Social Services and Department for Works and Pensions on behalf of clients and for the purpose of establishing close working links.
- To assist with the training and supervision of the advice volunteers.
- To attend meetings on behalf of Age UK Worcester, Malvern & Hereford Localities and to promote the work of the advice service at these meetings.
- All duties and responsibilities of the post, as and when required.
- To be responsible for dealing with clients calls, emails, letters and post.
- To be responsible for completing Power of Attorney documentation, which must adhere to all regulations involved.

Person Specification

Essential

- Honesty, integrity and a commitment to the mission of Age UK Worcester, Malvern & Hereford Localities; including its equality and diversity policy.
- Ability to communicate simply and effectively, orally, electronically and in writing, with people from a wide range of backgrounds, and to respond to their needs with sensitivity.
- Awareness of key issues affecting older people at both individual and social levels.
- Ability to work under pressure as a team member with self-assurance, self-confidence and to have a responsibility approach to team work.
- Experience of maintaining casework with the ability and willingness to follow set procedures concerning casework and file management.
- Proficient in computer skills.
- Willing to undertake training and other development.
- Ability to work to tight deadlines.
- Keen eye for detail and a thorough approach when completing documentation.
- Full clean driving licence and access to your own transport and a willingness to use it for business travel.