

## JOB DESCRIPTION

<b>Job title</b>	<b>Advice and Information Officer</b>
<b>Report to</b>	<b>Hub Manager</b>
<b>Hours of work</b>	<b>37.5 hours</b> Occasional evenings and weekend working outside of the above hours in response to the requirements of the service
<b>Salary</b>	<b>£24,667.50per annum</b>
<b>Location</b>	<b>Age Concern Birmingham, 76-78 Boldmere Road, Sutton Coldfield. B73 5TJ</b>
<b>Contract type</b>	<b>Permanent</b>

### Job Purpose

To be a key member of the team, making a major contribution by providing free personal, confidential and accurate information, support and advice

### Essential Duties/Responsibilities:

- To handle telephone enquiries and provide the appropriate information using available resources
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- Proactively make contact with registered carers as and when required and/or referred by other agencies such as social workers and health professionals
- Refer to appropriate outside agencies ensuring each individual's needs are identified and met
- Awareness and promotion of the overall services on offer by Age Concern Birmingham
- To provide comprehensive information and advice and follow up calls where necessary
- To register carers and provide statutory carer assessments if requested to registered carers of people, following the agreed model of a comprehensive conversational assessment
- To offer, provide and undertake home visits where requested
- To attend and offer service at outreach venues
- To update existing customer information and carry out regular reviews of carers and to update action plans agreed with the carer
- Document all call information according to standard operating procedures
- To route calls to the appropriate contact teams, identifying and escalating safeguarding and other priority issues
- To produce regular figures and reports as required
- Research, collate and organise relevant material for the Information Service, continually updating publications and maintaining an information library within the Carers Hub that can also be shared with partners of Forward Carers and with colleagues within Age Concern Birmingham
- Undertake any necessary administrative tasks conducive to the day to day running of the service
- Maintain confidentiality at all times

- To personally keep up with current legislation and guidelines regarding entitlements to ensure accurate and appropriate information is passed on
- Comply with Health and Safety arrangements within all places of work and to act in accordance with the Policy and Procedures
- Undertake additional duties commensurate with the overall purpose of this post, which may arise from time to time.

#### **Skills & Qualifications:**

- Detailed knowledge of welfare benefits
- Ability to maintain substantial, detailed information systems including case file management
- Ability to relate to, communicate and empathise with people from all different kinds of backgrounds and cultures
- Excellent Customer Service skills with the ability to be completely patient and understanding.

#### **Relationship Management:**

- To signpost on to partner organisations and others with the aim to coordinate support and additional services in order to provide at up to date and comprehensive service within the Birmingham
- To liaise with professionals from other organisations and to foster relationships with them
- To work as an integral part of the Forward Carers consortium [FC].
- To work alongside partners within FC to signpost on to partner organisations with the aim of coordinating support and additional services to carers
- To liaise with professionals from other organisations and to foster relationships with them conducive to the wellbeing of FC

#### **Special Conditions:**

- Disclosure and Barring Service (DBS) check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:

Promoting good practice and prevention of harm and abuse

To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

### **PERSON SPECIFICATION**

<b>FACTORS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Knowledge, Skills and Abilities:</b> <ol style="list-style-type: none"> <li>1. Knowledge and understanding of welfare benefits used in a professional capacity.</li> <li>2. Knowledge of welfare benefits relating to all ages</li> <li>3. Good listening and communication skills with individuals of all backgrounds</li> <li>4. Able to deal with people in distress or showing signs of anger</li> <li>5. Able to deal with challenging groups or individuals</li> <li>6. Good IT skills, including word processing, databases and internet</li> <li>7. An organised, methodical and analytic approach to workload</li> <li>8. A good understanding and knowledge of diversity &amp; equality issues</li> </ol>	    * * * * *	  * *

<b>Experience:</b> 9. Experience of working with a wide variety of people from different backgrounds, in both public and professional settings 10. Experience of working in an information and/or research background 11. Experience of accessing and providing a wide range of information 12. Experience of keeping confidential records [computerised and manual] and an understanding of what confidentiality means 13. Experience of working in a customer focused environment	*  *  *  *  *	
<b>Education and Qualifications:</b> 14. Good overall standard of education 15. Evidence of job related learning & development 16. Willingness to continue professional development	* * *	
<b>Personal Characteristics:</b> 17. A willingness to work alongside other colleagues and agencies in a mutually supportive way, to improve services to carers 18. An overall ability to respond to the specified requirements of the individual with empathy and understanding 19. A willingness to keep updated on issues relating to carers and to attend relevant training as necessary 20. Empathetic and non-judgemental approach	*  *  *  *	