

JOB DESCRIPTION

Job title	Advice and Information Officer
Report to	Hub Manager
Hours of work	22.5 hours Occasional evenings and weekend working outside of the above hours in response to the requirements of the service
Salary	£27,651.78 Pro Rata (£16,591)
Base and Locations	St Albans Community Association, St Albans Road Smethwick Age Concern Birmingham, 76-78 Boldmere Road, Sutton Coldfield. B73 5TJ Outreach across Sandwell
Contract type	Permeant

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:

Main Responsibilities

- Respond to telephone and email enquiries, providing accurate information, advice, and literature based on the carer's needs.
- Proactively contact registered carers, as required or referred by other professionals (e.g., social workers, health professionals).
- Identify individual needs and either provide direct support or refer to appropriate external agencies and services.
- Promote the full range of services offered by Age Concern Birmingham and the Forward Carers Partnership.
- Offer comprehensive information, advice, and follow-up support, ensuring carers receive the help they need.
- Register new carers, carry out statutory carer assessments as requested, and conduct comprehensive conversational assessments and reviews.
- Provide home visits and outreach support where needed.
- Update carer records and action plans regularly, ensuring information is accurate and up to date.
- Escalate safeguarding concerns and other priority issues promptly, in line with policies.
- Maintain strict confidentiality at all times.
- Stay informed on relevant legislation, policies, and entitlements to provide accurate information and support.
- Comply with Health & Safety procedures across all workplaces.
- Undertake additional duties that support the role's purpose, as required.

Skills & Knowledge

- In-depth understanding of welfare benefits and entitlements.
- Strong organisational skills, including the ability to manage detailed case files and information systems.

- Excellent communication skills with the ability to engage, empathise, and build trust with individuals from diverse backgrounds.
- Patience, understanding, and a commitment to delivering excellent customer service.

Relationship Management

- Signpost carers to relevant organisations and services to ensure comprehensive, joined-up support.
- Build and maintain effective working relationships with external professionals and partners.
- Collaborate closely with Forward Carers partners, supporting a coordinated approach to carer support across the Sandwell area.

Special Conditions

- The post requires an enhanced Disclosure and Barring Service (DBS) check.
- This job description reflects the current responsibilities of the role but is subject to review and may be amended in agreement 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

FACTORS	ESSENTIAL	DESIRABLE
Knowledge, Skills and Abilities: 1. Knowledge and understanding of welfare benefits used in a professional capacity. 2. Knowledge of welfare benefits relating to all ages 3. Good listening and communication skills with individuals of all backgrounds 4. Able to deal with people in distress or showing signs of anger 5. Able to deal with challenging groups or individuals 6. Good IT skills, including word processing, databases and internet 7. An organised, methodical and analytic approach to workload 8. A good understanding and knowledge of diversity & equality issues	 * * * *	 * *
Experience: 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	 * * * * *	
Education and Qualifications: 14. Good overall standard of education		

15. Evidence of job related learning & development	*	
16. Willingness to continue professional development	*	
	*	
Personal Characteristics:		
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	*	