



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:

To make Bromley and Greenwich places where all can enjoy later life.

Mission:

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect. We will promote independence and well-being.

Values:

Equality - We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison
Chief Executive

BACKGROUND TO THE POST

Age UK Bromley & Greenwich's Information and Advice Services is one of the most important services that our organisation provides, contributing to our Vision of Bromley and Greenwich being places where everyone can enjoy later life. Our Information and advice services enables and supports older people in both boroughs to live healthy independent lives.

The Information and Advice Service:

- Provides a 5 day a week helpline from 9 am to 5pm to provide general information, advice and guidance.
- Provides information advice and guidance to older people their families and their carers, adult carers, and people with long term health conditions.
- Provides information, advice and guidance through a variety of channels such as but not limited to telephone, face to face and electronically.
- Provides impartial information, advice and guidance, including housing advice, benefit and debt and money, Wills, Power of Attorney, etc.
- Aims to improve the health and wellbeing of individuals and increase their independence and resilience, reduce, prevent and delay the need for statutory services including more intensive health and social care interventions, and reduce the number of inappropriate and unnecessary GP appointments.
- Have close links into the more specialist organisations to ensure a strong triage framework that enables vulnerable service users to be signposted and/or provide additional support to enable people to access more targeted Services.
- Provides home visits in exceptional circumstances

Job Title: Advice Case Supervisor

Hours: 37.5 per week 9:00am – 5:30pm

Salary: £36,000 – £39,000 DOE

Location: Based at Community House in Bromley but work within both borough will be required

Reporting To: Deputy Chief Executive

Job Purpose: To develop and manage, to a high standard, Age UK Bromley & Greenwich's Information and Advice Service. To be responsible for the effective delivery of the I&A Service which will be delivered through a range of channels, including face to face, telephone, email, digital, and other means, across the Bromley and Greenwich boroughs.

Key Responsibilities:

Line management and supervision

- Provide line management and supervision to advisers and support staff.
- Supervising team advice sessions and casework
- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Undertake monthly supervision with individual team members and annual appraisal.
- Ensure referrals are actioned and clients are supported in a timely manner.
- Develop team competence in key advice areas. (Benefits, Housing, Social care)
- Provide technical support to advisers and identify areas of further development for individuals and the team.

Support learning and development

- Support the team to embrace continuous learning and development and provide timely feedback on cases reviewed.
- Make recommendations for staff training and development areas of need.

Staff recruitment and development

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and everyone can do their best.
- Participate in recruitment and selection activities as delegated.
- Undertake new staff induction.
- Ensure the team receive appropriate support, supervision and appraisal and have opportunities for continuous learning and development.

Quality assurance and reporting

- Undertake Independent File Reviews (IFR) and monitor the quality to meet quality standards and service level agreements
- Maintain and develop QAS/ AQS standards incl. renewal process.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
- Keep technical knowledge up to date and provide technical support to advisers.
- Maintain a case load as demonstration of ongoing personal development and learning.
- Undertake advice work as required e.g. during staff absences.
- Provide statistical reports on outputs and outcomes as required by funders and management
- Review and implement outcome measures for the work of the I&A team, including an annual survey of clients.

Partnership working and development

- To manage networking/ liaison with other local key stakeholders and organisations and feed into wider local engagement and community development work.
- Develop effective partner relationships with referral agencies across both boroughs, and to refer/signpost cases to external agencies as appropriate.
- Represent the organisation at outreach and community events as required, continuing to raise the organisational profile and develop wider awareness of our services.
- Work with colleagues to develop marketing materials, give talks and presentations, identify outreach opportunities .
- Identify opportunities to develop and grow the wider information and advice service

Person Specification:

Experience	Essential / Desireable
Experience of managing a quality assured Information and Advice service, including internal case reviews and Independent File Reviews.	E
Ability to monitor and maintain casework systems and procedures.	E
Experience of supervising and/or supporting staff and volunteers giving advice or information to clients across a number of areas of law.	E
Experience of working with people who are very vulnerable including elderly frail people and people who have long term health conditions.	D
Evidence of having succeeded in a results-orientated environment and with emphasis on high quality and customer focused working.	E
Experience of Partnership working.	E
Demonstrate an ordered and disciplined approach to managing a challenging caseload, meet targets; plan and prioritise work in the face of competing demands.	E
Able to promote Age UK Bromley & Greenwich and Bromley Well in a professional manner to a variety of audiences.	E

Person Specification:

Able to work efficiently and effectively with a range of stakeholders forming productive and professional relationships.	E
Empathy with older people, friendly warm disposition with an interest in helping older people meet their needs.	E
Prepared to adopt a flexible approach to line management arrangements resulting from organisational development and change.	E
Ability to demonstrate an understanding and commitment to our values.	E
To be committed to the principles of diversity, equality, dignity and respect.	E

Holiday: 27 Days per annum pro rata (2 to be allocated over Christmas) as well as Bank Holidays pro rata

Pension: All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards currently 5% employees, 3% employers

Employee Assistance Programme: LifeWorks will provide you with a confidential programme and innovative well-being resource. It is designed to help you with all of life's questions, issues and concerns. Lifeworks offers support with mental, financial, physical and emotional well-being, any time, 24/7, 365 days a year.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:
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020 8315 1862