

JOB TITLE	Information & Advice Case Worker
HOURS	We are recruiting for two Information and Advice Adviser vacancies. One post is 21 hours (3 days) per week and the other is 28 hours (4 days) per week. Applicants should indicate their preferred working pattern in their application.
SALARY	£30,000 (FTE) Pro rata for part time workers.
CONTRACT	Permanent
LOCATION	1 Thorpe Close, London W10 5XL

AGE UK Kensington & Chelsea Values

At Age UK Kensington & Chelsea, we believe that ageing should be about *living well* — staying connected, independent, and fulfilled at every stage of life.

We're a vibrant, values-led local charity and proud partner of the Age UK network. Every day, we work alongside older people to design and deliver services that promote wellbeing, independence and dignity. From supporting people to manage their health, to tackling loneliness and influencing local policy, we put people and communities at the heart of everything we do.

Job Role and purpose

Age UK Kensington and Chelsea's Information and Advice (I&A) service provides rights-based information, advice and advocacy on Welfare Benefits, Social Care and Housing options as well as practical assistance to enable older people access their entitlements.

The service is delivered through a range of channels, including face to face, home visits, telephone, email and digital, across the Royal Borough of Kensington and Chelsea.

This role requires the worker to work independently and manage their own caseload but be part of the wider team and be aware of the other services Age UK Kensington & Chelsea provides.

Information & Advice Case Worker Job Description and Person Specification

1. Service Delivery and Quality Assurance

- To provide an impartial service, including casework, which is focused on the needs of the older person.
- To ensure that accurate records are maintained, the client database is kept up to date and that requests for contract monitoring information are fulfilled, producing report when appropriate.
- To ensure that Age UK K&C policies and procedures are followed.
- To support clients with a person centred approach and enable them to achieve their goals within the resources of the services
- To monitor the impact of the service on the client's well-being and follow up appropriately.
- To identify opportunities for joint working with voluntary and statutory sector partners to promote the Information & Advice services and to devise and implement ways of reaching isolated communities of older people with those needs.
- To manage and maintain a small caseload of clients who are eligible for the services. Information and support may be by phone, email, letter, face to face at the client's home or other agreed locations.
- To keep all other aspect of admin work up to date to reflect the day to day work with the service users and participate in office duties such as answering the phone or covering colleagues (when appropriate)
- To work closely with the Volunteer Recruitment co-ordinator and administrator in order to recruit the right number of volunteers to cover the need for the service.
- To promote the work of the Information & Advice service and in general the whole organisation.
- To develop and update publicity material, ensuring all material complies with house style and to arrange the distribution of publicity material across the borough.
- To undertake supervision and training as determined by your line manager.
- To attend meetings as directed and participate in organisation events

2. Service Development

- To build links with a range of external organisations across the statutory and voluntary sector to refer and signpost clients into.
- To forge effective working relationships across Age UK Kensington & Chelsea, and contribute to the Information & Advice team as well as to other teams within the organisation.
- To contribute to the learning and development of the Information & Advice team by participating in events, training, forums and meetings on behalf of the team and the whole organisation.
- To respond to external requests for advice and information, including external partners' learning via shadowing, input to meetings or presentations.

3. Contribution to the general running and ethos of Age UK K&C

- Participate with other staff in ensuring the involvement of users in the planning and development of services as appropriate
- Ensure service users are referred to and access other Age UK Kensington & Chelsea services as needed
- Abide by all Age UK Kensington & Chelsea's policies and procedures, and staff handbook
- Undertake any other duties that may from time to time be reasonably required.
- To participate in events to promote the organisation

Person Specification

Essential

- An understanding of the factors affecting older people's lives and their carers, especially with regard to mobility, isolation and keeping independent.
- Understanding of services available to older people from statutory, voluntary and private organisations
- Knowledge of welfare reform changes to the latest updates
- Knowledge of the statutory UK framework of benefits and pensions for individuals, and financial support available from charities.
- Able to work under pressure and meet deadlines.
- Experience of working effectively in a small team and able to work under own initiative if required.

- Computer literate, able to use email, the internet and web searches as a minimum and data input in database.
- Experience of record keeping and meeting targets.
- Excellent communication skills, both verbal and written.
- Numerate and literate, able to supply reports as required.
- Experience of multi-agency working with the ability to create effective links with professionals in all relevant sectors.
- An understanding of equalities issues and an ability to apply this to services.
- A positive attitude towards ageing and older people.
- Experience of working with diverse communities with the ability to communicate tactfully and diplomatically, both verbally and in writing, with people from a range of backgrounds.
- A flexible attitude towards the working environment.

Desirable

- Ability to speak one of Kensington and Chelsea's main community languages other than English (currently Arabic, Spanish, Portuguese, Tigrinya, Somali, French and Farsi).