

Job Description

JOB TITLE	Senior Adviser
HOURS	35 hours per week
SALARY	Up to £35,000 per annum
REPORTING TO	I&A Manager

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.

As well as responding to enquiries and carrying a caseload, the role focusses on continuous improvement of the service by supporting Advisers (paid and volunteer) with day-to-day enquiries, caseload management and quality reviews. The role holder acts as an in-house expert on welfare benefits, social care, housing and many other issues relating to later life.

Senior Adviser Job Description and Person Specification

1. Service Delivery

- Have oversight of the demands on the service, including managing waiting lists and enquiry handling alongside the service manager.
- Provide holistic information, advice and casework to older residents in the borough, relating to Welfare Benefits, Social Care, Housing and other topics relevant to older people.
- Carry a caseload of clients, ensuring cases are progressed to achieve the best possible outcome in the shortest possible time.
- Take on more complex enquiries and casework, sharing learning with other advisers and the manager.
- Provide information and advice via the telephone, email, face to face and home visits throughout the borough.
- Take a person-centred approach, working alongside the older person to identify their priorities and concerns, connecting them with relevant internal or external services/groups
- Maintain up to date, accurate case records and monitoring information in line with Age UK's Quality of Advice Standard and for reporting purposes.
- Proactively identify own learning and development needs and attend training to remain current with legislation, policy and practice and the requirements of the quality assurance framework.
- Collect and share evidence of the issues affecting older people including case studies, stories, statistics, and anecdotal evidence.

2. Supervision and quality assurance

- In conjunction with the service manager, recruit, train and supervise a team of volunteer advisers to assist with triage, information, signposting and form filling.
- Support paid and volunteer advisers with advice and guidance on their client work, responding quickly to requests for help and enabling them to develop independent research skills, knowledge and advice practice.

- Provide training and supervision to paid and volunteer advisers to ensure they remain up to date on policy and legislative change and that they develop advice and casework skills.
- Supervise the day-to-day work of the service, allocating cases from waiting lists and supporting reception staff with enquiries about triage.
- Complete comprehensive file reviews for paid and volunteer advisers, providing timely and constructive feedback to ensure continuous improvement of the service.
- Lead on induction and training of new paid and volunteer advisers

3. Service Development

- Deputise for the service manager in their absence or as required.
- Work with the service manager and the team to develop the service, ensuring the needs of older people are kept at the heart of what we do.
- Identify opportunities for joint working with voluntary and statutory sector partners to promote the Information & Advice service, build referral links and to devise and implement ways of reaching isolated communities of older people
- Work closely with the Volunteer Recruitment co-ordinator and administrator to recruit and induct volunteers to work in the service.
- Build constructive working relationships across Age UK Kensington & Chelsea and contribute to the Information & Advice team as well as to other teams within the organisation.
- Support the service manager on funding applications and fundraising activity
- Participate in events, training, forums and meetings on behalf of the team and the whole organisation.
- Respond to external requests for advice and information, including external partners' learning via shadowing, input to meetings or presentations.
- Develop and update publicity material, ensuring all material complies with house style and to arrange the distribution of publicity material across the borough.
- 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.

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

- Role model constructive and positive behaviour, playing an active part in the organisation.
- Represent the organisation externally and promote the service by giving talks and presentations
- Always maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals.

Person Specification

Essential

Knowledge and experience

- Understanding how a holistic advice service works, combining rights-based advice with support to achieve sustainable impact.
- Experience of supervising the work of paid and volunteer advisers
- In depth knowledge and experience of working within an advice supervision framework such as the AQS,
- Experience of completing quality checks/file reviews in accordance with an advice quality framework, and providing feedback to advisers
- Excellent specialist level knowledge of Welfare Benefits with a generalist level knowledge of Social Care and Housing and a range of issues affecting people aged 55+
- Demonstrable experience of managing a mixed caseload of short- and long-term casework across a range of topics.

Skills and attributes

- Excellent verbal and written communication skills including the ability to translate complex issues into clear, focused, and understandable language for a range of audiences.
- Coaching and mentoring skills with the ability to give constructive feedback to enable others to develop their practice.
- Excellent attention to detail with the ability to identify inaccuracies and learning/development needs in other's case files.
- Strong telephone and digital skills including the ability to quickly establish and build rapport, listen effectively, manage call time and record key details.
- Strong time management and organisation skills shown through the ability to work at pace, prioritise several concurrent tasks and meet strict deadlines.
- Good IT skills including Microsoft Office packages and confident use of video technology and databases.
- Ability to travel across the borough and to be comfortable conducting home visits independently.

- A demonstrable commitment to Equity, Diversity and Inclusion.

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).
- Experience of using Salesforce database