

## JOB DESCRIPTION

<b>Job Title</b>	<b>Adviser (Generalist)</b>
<b>Department</b>	<b>National Services</b>
<b>Reporting to</b>	<b>Advice and Support Manager</b>
<b>Line Manages</b>	<b>None</b>
<b>DBS check requirement</b>	<b>Basic</b>
<b>Location</b>	<b>Avonmore Road, London W14 8RR (with hybrid working) or Homebased (attendance in London as and when required)</b>

### JOB PURPOSE

Working as part of the Advice and Support Service, this role provides generalist level information, advice and support to older people, their friends, family, and professionals.

The post holder will provide information, advice, and support on a range of issues affecting older people facing financial hardship, including welfare benefits, cost reduction, social care, housing, planning for later life, social connection and others.

This role provides advice on the Advice and Support Service duty line, pre booked appointments and through short term casework. The post holder is also responsible for carrying out checks on our public facing information.

### KEY RESPONSIBILITIES

#### Advice and Support

- Staff the duty advice and support line as required. Generalist advisers will spend a minimum of 50% of their time on the duty service.
- Provide generalist level information and advice on a range of issues relating to financial hardship in later life including advice on welfare benefits, social care, housing, cost reduction and planning for later life.
- Provide information, advice and support to older people to connect them to local networks, including ongoing support to address loneliness, social isolation and bereavement.
- Take a person-centred approach, combining rights-based advice with holistic support, working alongside the individual to identify their priorities and concerns, and connecting them with relevant internal or external services/groups.
- Use reputable and up to date reference materials, online resources, and networks to research answers to older people's enquiries.
- Provide follow up/casework support if the person using the service requires it, including form filling, grant applications and speaking to third parties on behalf of the older person.

- Effectively manage a caseload, monitoring key dates, communicating regularly with the older person and ensuring the case is progressed to achieve the best possible outcome in the shortest possible time.
- Maintain up to date case records and monitoring information in line with our AQS quality assurance processes and our internal reporting framework.

## **Safeguarding**

- Keep up to date with all of our safeguarding policy and procedures and undertake all relevant training.
- Identify and act upon any safeguarding concerns in line with the Safeguarding Procedure.
- Record safeguarding concerns and actions taken on Salesforce immediately after the call, escalating any concerns to a Safeguarding Lead in line with our Safeguarding Policy and Procedure

## **Maintain expertise**

- Keep up to date with changes that may affect older people, particularly in relation to welfare benefits and financial support, care, housing, utility providers schemes for vulnerable customers, scams and general budgeting/money saving tips.
- Horizon scanning and participating in external discussion forums to understand the changing environment and how this may impact the team's work.
- Undertake any research or training required to ensure we can provide accurate information and advice across England, Scotland and Wales.
- Pilot new and innovative means of providing advice as the service develops.

## **Public Information**

- Work alongside colleagues in the Information Team to scope and review public facing information.
- Carry out thorough checks on information produced for the public on a wide range of topics related to later life, to ensure accuracy.
- Make suggestions for additions to content that would be useful to older people, based on previous experiences.

## **Collaboration**

- Collect and share evidence of the issues affecting older people including case studies, stories, statistics, and anecdotal evidence.
- Attend cross organisational and external meetings to support Independent Age's policy, influencing and media work and fundraising.
- Provide briefings on advice topic areas to relevant staff across the charity.
- Run workshops, and give talks and presentations to groups, internally and externally.
- Work proactively within a team, support and motivate colleagues, suggest service improvements, share responsibilities, and take the lead on areas of development work for the team.

## General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

## How We Work

At Independent Age, we live by our values and EDI principles.

Our **values** are:

- Purpose-driven - the experience, needs and views of older people are central to everything we do
- Compassionate - we listen, care and take action
- Expert - our work is evidence-based and solution-focused
- Collaborative - we work in partnership to maximise our impact
- Accountable - we work with integrity and transparency
- Inclusive - we value diversity and always treat everyone fairly with dignity and respect

To put our **EDI Principles** into practice, we will:

- proactively challenge ageism and all other forms of inequality and discrimination throughout all our work.
- celebrate and champion diversity within and outside our charity.
- create a culture where everyone knows that they belong.
- ensure our leaders act as role models and champions.
- promote equity of opportunity for our staff, volunteers and the people who use our services.
- ensure our EDI plan is integral to our annual planning processes to ensure that we deliver our goals.
- collect data on diversity and inclusion to enable us to inform our work and review our progress and impact.
- be accountable and transparent about our progress.
- use our influence to proactively champion EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

## PERSON SPECIFICATION

### Knowledge and experience

- Good generalist level knowledge of a range of issues affecting older people including financial hardship, welfare benefits, social care, health, housing, end of life, bereavement, loneliness and scams.
- Experience of providing rights-based information and advice to the public within a not-for-profit setting.
- Understanding of the role of a holistic advice service, combining rights-based advice with support
- An understanding of safeguarding and how to act upon concerns.

### 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.
- Strong telephone and digital skills including the ability to quickly establish and build rapport in a remote setting, listen effectively, manage call time and record key details.
- Excellent attention to detail with the ability to accurately proofread and edit written material.
- Experience of case recording in an advice or service delivery context.
- Self-sufficient with the ability to use reputable reference materials, online resources and forums to develop rights-based advice knowledge and skills and answer enquiries.
- Understanding of and ability to provide excellent customer service.
- Ability to work proactively and collaboratively within a team, supporting others with work when needed and taking the lead on projects to develop the team's work.
- Strong time management and organisation skills shown through the ability to work at pace, prioritise a number of concurrent tasks and meet strict deadlines without close supervision.
- Good IT skills including Microsoft Office packages and confident use of video technology.
- A demonstrable passion for, and affinity with, our cause.

### Ideally you will also have:

- Experience of case management and case recording in an advice context.
- Experience of working within an advice supervision framework, such as the Advice Quality Standard, including quality checks, and acting on feedback.
- Experience of using Salesforce database.