

Lead Quality Assessor



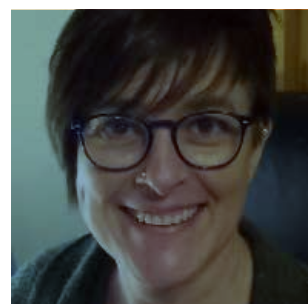
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

The role of this postholder will be to undertake assessments of the quality of Information, Signposting and Social Welfare Advice that is provided by Age UK Network Partners (local Age UKs; local Age Cymru Partners; Age Cymru; Age Scotland; Age NI; and Age UK); and ensure consistency in how our quality standards are assessed across the wider assessment team.

What you'll do for us:

- Carry out assessments on the quality of Information, Signposting and Social Welfare Advice delivered by Age UK and its Network Partners across the UK through a range of services (e.g. traditional I&A service, social prescribing, LPA etc), assessing how well each Partner is delivering against the relevant requirements of the Age UK Network Quality Assurance Framework.
- Provide written reports for Age UK Network Partners in the required format, using your expert skills and knowledge to identify how well they have met the standard - identifying areas of strength, areas of non-compliance and suggestions for improvement.



“It is great to work with partner Age UK's and within the Quality and Compliance Team where we endeavour to embrace the need for quality to be at the heart of delivery.”

Bethan Hopkin
LEAD ASSESSOR

Our values

WE ARE BOLD

In doing what's right for older people - We are unafraid in standing up for older people and in seeking support for our work with them.

WE ACT TOGETHER

With and for older people - We act as one team, collaborating to get things done.

WE ARE FOCUSED

On what makes most impact for older people - We never forget that older people are at the heart of everything we do.

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- Support the process of quality assessment and continuous improvement of services where Age UK Information, Signposting and Social Welfare Advice is given, including,
 - moderating reports – with responsibility for ensuring that assessors are applying the standard fairly and there is consistency between the assessors;
 - reviewing self-assessments – liaising with Network Partners to give feedback on how well they are meeting the standards;
 - following up on Corrective Action – working with our Service Quality Advisors to review submitted evidence and the adequacy of corrective action taken by Network Partners, in response to their assessment findings.
 - signing off Corrective Action Reports and providing formal feedback to Network Partner Managers and CEOs.
- Work with the Quality Team to ensure consistency across the assessor team, by taking a lead role in assessor training / consistency days, using these to share learning, provide updates and instruction. Contribute to the on-going development of the wider Age UK Quality Framework by providing feedback on any Information and Advice related quality programmes.

Must have:

- Extensive and relevant experience in an advice service, with knowledge of key advice issues affecting older people in at least two of the following areas of social welfare law: welfare benefits, community care, housing.
- Knowledge and understanding of good practice in managing and delivering Information, Signposting and Social Welfare Advice services.
- Demonstrable experience of supervision of advice work.
- Demonstrable experience of maintaining effective case recording systems and procedures, ideally electronic.
- Effective communication skills with a range of audiences, both interpersonal skills and the ability to write and proof-read effective reports for external stakeholders.
- Ability to make rigorous, fair and impartial assessments against

Location

Home based

People management

No

Division

Network Support



ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

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quality benchmarks for Information, Signposting and Social Welfare Advice services.

- Excellent organisational skills, including the ability to manage workload and prioritise.
- Good time management skills, and the ability to meet deadlines. Understanding of the issues affecting older people seeking advice.
- Good IT skills including an ability to use Microsoft Office, and online systems for bookings, assessing case records.
- Clear understanding of the principles of confidentiality and data protection.
- Knowledge and understanding of the equality and diversity issues affecting the delivery of Information, Signposting and Social Welfare Advice services.

Any other relevant details:

- Need ability to travel to a range of locations for assessments and for meetings at the London Office which may involve overnight stays. (Although the majority of work is currently online using MS Teams, national travel is likely in future).
- Ability to access a computer, confidential workspace, key advice texts and to work online.

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