

Recruitment Pack

Information and Advice caseworker



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‘Improving life for older people in Lewisham and Southwark’

Equal Opportunities & Valuing Diversity

Age UK Lewisham & Southwark is an equal opportunities employer and any discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation will not be tolerated. If you would like to see our full Equal Opportunities & Valuing Diversity Policy please contact recruitment@ageuklands.org.uk

Privacy Policy

As prospective employees of Age UK Lewisham & Southwark, we think it's important you know the types of data we process about you. Please click on the following link to view our Privacy Policy: <https://www.ageuk.org.uk/lewishamandsouthwark/privacy-policy/>

About Age UK Lewisham & Southwark

Age UK Lewisham and Southwark (AUKLS) is a charity registered with the Charity Commission (296862) and a company limited by guarantee registered in England and Wales (02118525). Age UK Lewisham and Southwark has been working in the boroughs of Lewisham and Southwark for over 40 years and is a leading voluntary sector provider of services to older people in both London Boroughs.

Our Purpose and Vision:

To improve the lives of older people in the London Boroughs of Lewisham and Southwark, working towards a future in which older people are valued, safe and empowered to make choices about their lives

Our Mission:

Age UK Lewisham and Southwark aims to empower and enable older people to lead fulfilled lives by:

- Providing services and support that address poverty and isolation
- Protecting the human rights of local older people
- Promoting health and wellbeing
- Connecting older people with their communities
- Working positively with partners across all sectors

Our Values:

Our work is shaped by our values:

- We recognise older people as individuals with diverse talents and needs
- We are fair and equal as service provider, employer and partner
- We are opposed to ageism and discrimination in all forms
- We are collaborative in our approach to work
- We are a dynamic, credible, trusted and sustainable organisation

Our Strategic Aims:

Our overall aims and values are reflected in our current strategic aims:

- To deliver services that people want and need
- To proactively identify and respond to local needs
- To maintain and increase the resilience of AUKLS

How to apply

To apply please complete and submit our application form.

Applications in alternative written formats or audio recordings from applicants, who for reasons of disability, may find it difficult to fill in our standard application form, will be accepted. If such an application is made the following information must also be provided:

- Personal details – Forename, surname and title; Contact details – full address, including post code, phone number, email address
- Education and qualifications
- Employment history, including the names and contact details of two referees
- Declaration that they have the right to work in the UK and if applicable any restrictions on their right to work in the UK.
- Declaration that the information provided is correct

Please ensure that your supporting statement demonstrates how your experience, skills and abilities meet the selection criteria set out in the Person Specification. Please also ensure you complete the equal opportunities monitoring form.

Applications should be returned to us by **5pm on Friday 25th October**. Applications received after that time will not normally be considered for shortlisting.

Completed electronic applications must be sent by email to recruitment@ageuklands.org.uk ensuring you clearly identify the post you are applying for.

Applications sent by post should be marked confidential and for the attention of:

**Human Resources - Recruitment
Age UK Lewisham & Southwark
Stones End Centre
11 Scovell Road
London
SE1 1QQ**

Due to the high volume of applications received, we regret, we shall not be able to contact applicants who are not shortlisted for interview.

Interview Process

Interviews will take place during the **week commencing 4th November**. If you are successful we will contact you as soon as possible after the closing date to let you know what the interview process will entail.

Job Description

POST: Information and Advice caseworker

RESPONSIBLE TO: Information and Advice Manager

SALARY: £17,718.60 (£29,531 pro rata)

CONTRACT: 21 hours per week

HOURS: Flexible Monday – Friday

LOCATION: Across the borough of Lewisham; some working from home may also be possible.

BACKGROUND: Age UK Lewisham and Southwark (AUKLS) is a local, independent, self-funded charity that exists to improve the lives of older people in Lewisham and Southwark.

AUKLS enjoys an open and participative working environment. We work to our core values which include being fair and equal as a service provider, employer and partner. Teamwork, collective responsibility and delegated authority are central to this process. A key element of all roles is to develop and maintain the organisation's working ethos and culture.

AUKLS strives to provide a supportive working environment for all staff and volunteers ensuring that they can develop personally and professionally and acquire new skills. The contribution made by staff and volunteers in achieving the organisation's goals is recognised by all.

PURPOSE OF JOB:

To deliver information and advice to older people in Lewisham on benefit entitlements, housing and community care.

This involves managing cases and working with clients one-to-one to identify their goals, provide relevant advice and options, and then empower them to carry out next steps.

The role is to be carried out in our office premises as well as at home visits for clients who are housebound.

KEY TASKS

- Deliver a high-quality advice and casework service for older people, advising in particular on housing issues, welfare benefit entitlements and community care.
- Assist clients via tasks including calculating benefit entitlement; form filling; advising on options; and representing their interests with third parties by letter, telephone or in person as required.
- Interview clients in a way which enables them to express their needs and set their own priorities, whether in person or over the phone.
- Find information relevant to the client's situation, presenting and interpreting it with the client in an accessible form.
- Inform clients about appropriate services and how to access them, including AUKLS services, and refer them where appropriate to other sources of help.
- Liaise with the I&A Manager and work as a team alongside other paid advisers and volunteers.

- Support service reporting by keeping accurate and up-to-date files and records of interviews on the charity's database system in line with the I&A Quality Programme benchmarks and the Advice Quality Standard.
- Develop and maintain good working relationships with external organisations and bodies, working in partnership with both the voluntary and statutory sector to deliver excellent advice services for older people.

ORGANISATIONAL RESPONSIBILITIES

- Provide a supportive working environment to all staff and volunteers
- Contribute to the overall achievement of AUKLS mission and objectives
- Ensure the values of AUKLS are upheld across the organisation
- Actively support AUKLS in carrying out its aim to be an environmentally responsible organisation in carrying out day to day duties
- Meet legislative and regulatory requirements
- To participate in networking activity at local and national level, by agreement with the CEO
- Attend staff and team meetings as requested
- Undertake any other relevant duties as determined by the CEO or your Line Managers

Promotion of a Supportive Working Environment

A supportive working environment can be defined as an environment where contribution is recognised, encouraged and rewarded. Staff and volunteers alike expect to be encouraged to develop personally and professionally and to acquire new skills at a pace that is suitable for them. All staff and volunteers must promote this environment as part of their roles and responsibilities.

Person Specification

The successful applicant must be able to demonstrate empathy for our service users and be committed to the promotion of a supportive working environment. All posts within the organisation are subject to change as the organisation grows and develops. Staff must be able to adapt to change and flexibility is a key attribute required of all Age UK Lewisham and Southwark employees.

The postholder must agree to undertake a DBS check for the role.

Competency	Specification
Essential Personal Qualities	<ol style="list-style-type: none"> 1. Friendly, polite and patient 2. Flexible and open to change 3. Committed to the core aims and values of the organisation, including: <ul style="list-style-type: none"> ▪ Working as part of a highly diverse staff and volunteer work force ▪ Putting service users at the heart of our work ▪ Being positive and proactive in difficult situations 4. Drive, energy and enthusiasm
Essential Knowledge and Experience	<ol style="list-style-type: none"> 5. Good understanding of the needs of and issues affecting older people and their carers 6. Understanding of confidentiality and safeguarding adults 7. Working knowledge and understanding of administration systems
Desirable Knowledge and Experience	<ol style="list-style-type: none"> 8. Understanding of the challenges that local charities may face Experience of working or volunteering with vulnerable adults 9. Experience providing advice on topics such as housing, welfare benefits, and social care 10. Knowledge of key benefits that older people might claim
Essential Skills and Abilities	<ol style="list-style-type: none"> 11. Ability to travel within Southwark and Lewisham 12. Ability to listen and communicate well, including with people who may have communication difficulties 13. Ability to work as a team, with professionals from other services and partner organisations 14. Ability to use initiative, consider risks and respond appropriately 15. Excellent administration and organisational skills, including time management 16. Literacy, numeracy and IT skills needed to keep accurate records and reports
Desirable Skills and Abilities	<ol style="list-style-type: none"> 17. Ability to identify, and then work towards, personal development goals