**ROLE DESCRIPTION**

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| **Job Title** | Telephone Adviser |
| **Division** | Telephony Services |
| **Department** | Helpline  |
| **Location** | Blend of home and office (Edinburgh) working |
| **Geographical focus of role** | Scotland-wide |
| Contractual Status of Role: *Permanent or fixed term* | Permanent  |
| Hours | Up to 28 hours per week (happy to discuss flexible working pattern) |
| Job Title of Manager | Assistant Telephony Manager |
| Job Titles and number of any direct reports:  | None |
| Salary: | £22,000pa pro rata |
| Job Purpose: | To deliver an Information, Advice & Friendship service for older people in Scotland, their carers, families and professionals primarily by telephone, email and letter.To act as Champion on agreed subjects. |
| Main Responsibilities | Provide a multi-issue I&A service on: * Money (including benefits checks)
* Social Care
* Retirement choices and lifestyle
* Housing
* Health
* Consumer
* Legal and end of life
* Employment

Provide advice which is: * Delivered with empathy
* Confidential
* Impartial and non-judgmental
* Communicated in a clear and accessible manner
* Focused on the client’s needs and desired outcomes
* Adheres to best practice in safeguarding procedures
* Supplemented by written materials such as information guides, factsheets and letters/emails as appropriate
* Accurately case-recorded on our data base according to data protection and confidentiality procedures, including details of relevant time limits and information sources used
* Compliant with agreed referral procedures
* Based on quality-assured information resources including Advisernet Scottish Government websites and CPAG handbooks.
* Provided in accordance with relevant quality standards and partnership agreements

Friendship:Deliver a professional and friendly service demonstratingempathy and understanding according to agreed protocolsGeneral:* Support colleagues during and after difficult telephone calls.
* Keep self-informed of all relevant legislation and legislative changes
* Support colleagues by way of buddying and mentoring.
* Identify your own training needs, participate in training and share your learning with others.
* Attend regular team meetings
* Assist with administration as required, including collation of information about local advice and support services.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Attend events to raise awareness of Age Scotland.
* Contribute to an effective call triage system
* Case checking

Actively contribute to the work of other Age Scotland teams including:* providing social policy evidence and statistics for the policy and campaigns team
* participation in specific campaigns
* responding to senior management requests
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| Quantitative aspects of the role | * Work with the team to meet agreed call volumes
* Calls answered within agreed target times
* Data Input onto database
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| Performance Measures | * Adherence to objectives and departmental goals.
* Call quality excellence.
* Conduct, performance and absence in line with company guidelines**.**
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**PERSON SPECIFICATION**

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| Experience | **Essential:*** Recent experience (paid or unpaid) of providing advice including telephone advice.
* Experience of working in a generalist advice service.

**Desirable:*** Experience of working with volunteers.
* Experience of electronic case recording systems.
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| Knowledge | **Essential:*** A knowledge of or ability to learn about the theory and practice of: Money (including benefits), Social Care, Retirement choices and lifestyle, Housing, Health, Consumer, Legal and end of life, Employment.
* A good understanding of the issues affecting older people and their carers.

**Desirable:*** Knowledge of issues relating to safeguarding of vulnerable people.
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| Skills | **Essential:*** Ability to communicate effectively both orally and in writing.
* Ability to demonstrate empathy and understanding to callers.
* Ability to use electronic case recording systems and benefit calculation software.
* Ability to listen to client enquiries, research information, give advice in a manner the client can understand and create an accurate case record.
* Ability to work under pressure and prioritise work in a busy environment and remotely.
* Ability to work effectively with volunteers and support their development.
* Ability to cope with the pressure of complex and emotionally demanding enquiries.
* Ability to work flexibly and to respond positively to service developments.
* Ability to work independently and as part of a team.
* Ability to be agile and resilient in meeting clients changing needs.
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| Additional Requirements | **Essential:*** An understanding of and commitment to equal opportunities.
* Commitment to working alongside and supporting volunteers.
* Willingness to work from the Edinburgh office when required.
* Commitment to the aims and visions of Age Scotland and the ability to demonstrate those values in your work.
* Commitment to tackling the stigma of isolation and loneliness.
* Commitment to providing older people with high quality Information and Advice.
* Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manger.
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