

## Role Description

|                     |                                                                                              |
|---------------------|----------------------------------------------------------------------------------------------|
| Division:           | Charity Services                                                                             |
| Department:         | Information, Advice & Friendship Services                                                    |
| Location:           | Edinburgh, with a blend of office and home working                                           |
| Geographical focus: | Scotland-wide                                                                                |
| Contractual status: | Fixed term until 31 <sup>st</sup> March 2026                                                 |
| Hours:              | 21 hours per week to be worked between Monday – Friday (flexible working patterns available) |
| Line Manager:       | Information Manager                                                                          |
| Direct Reports:     | None                                                                                         |
| Salary:             | £27,825 pa pro rata (£16,695 pa actual)                                                      |

## Job Purpose

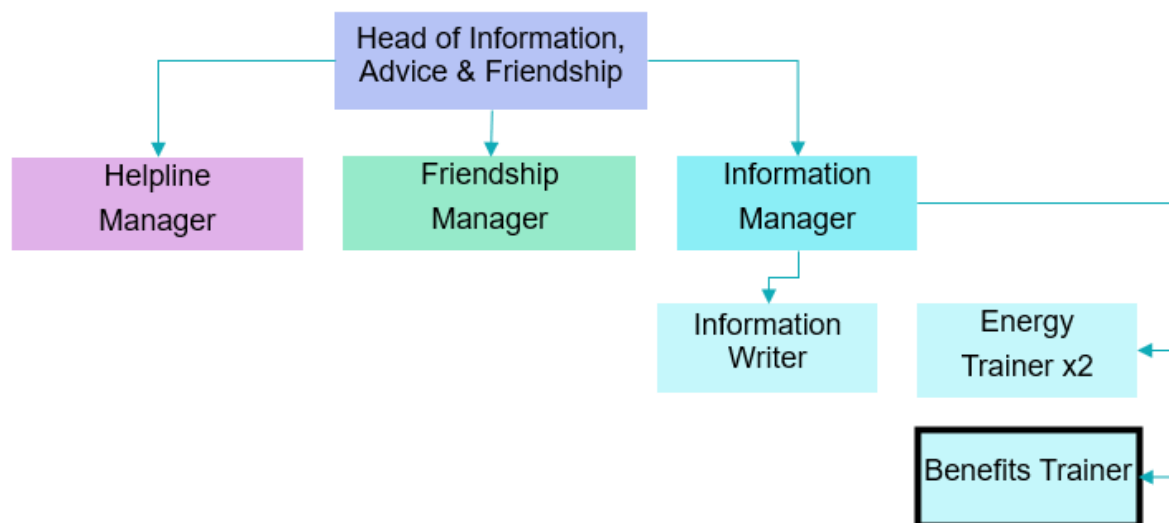
We know that growing older doesn't come with a manual. Later life can bring opportunities and challenges, and people may need to know about rights, organisations and services which are often unfamiliar. That's why we provide free information and advice to support older people on a diverse range of topics.

You will lead on the day-to-day delivery of online and face-to-face social security workshops for older people, their families and carers and professionals. You will develop new social security related workshops as required and attend local community events to raise awareness of entitlements for older people.

Using a collaborative approach, you will work closely with the Helpline Manager to provide social security training for Helpline Advisers, that meets the Scottish National Standards for Information and Advice Providers.

Living our values, you will help create better outcomes for older people by empowering and enabling them to access their rights and entitlements.

## Organisational Chart



## What you'll do

- Deliver social security workshops online and face-to-face, and develop new workshops as required, to promote awareness of:
  - barriers to benefit take-up
  - reserved and devolved benefits
  - entitlements for people over State Pension age
  - entitlements for people in later working life
  - entitlements for mixed-age couples
  - effective form completion
  - information, advice and friendship available from Age Scotland
- Work closely with the marketing team to ensure all workshops and supporting materials are on brand.
- Adapt workshops as appropriate to meet the needs of diverse groups of older people, carers and professionals.
- Collect qualitative and quantitative data and feedback for project evaluation, and produce reports for funders.
- Facilitate referrals to our helpline for individual holistic advice.
- Develop effective links and good working relationships with Age Scotland member groups and external partnership organisations.
- Identify opportunities in local communities and attend events to raise awareness of older people's social security entitlements.

- Share learning from workshops to inform the development of Age Scotland's social security information, advice and campaigns.
- Work with colleagues in the policy and communications team on social security issues as required.
- Keep up to date with changes in social security policy and practice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## **What you'll bring**

### **Essential**

- An understanding of the social security entitlements of people in later life.
- Experience of delivering workshops/training.
- Understanding of the impact of poverty.
- Knowledge of safeguarding vulnerable adults.
- Good working knowledge of Microsoft Office (Word, Excel, Outlook, Power Point), email and the internet.
- Good interpersonal, written and verbal communication skills.
- Good organisational skills and ability to prioritise work to meet deadlines.
- The ability to accept and act on positive and constructive feedback.
- A positive attitude and ability to motivate others.
- A good team player who is also happy to work independently as required.

### **Desirable**

- Experience of evaluation and monitoring.
- Experience of working with vulnerable adults.
- Understanding of the care, housing and legal issues that affect older people and their carers in Scotland.
- Working knowledge of Zoom, Teams and case-recording databases.
- Experience of working in a social security advice environment.

### **Additional requirements**

- Commitment to the aims and vision of Age Scotland and the ability to demonstrate our values (Empowering, Inspiring, Inclusive & Integrity) in your work.
- Commitment to working alongside and supporting volunteers.
- An understanding of and commitment to equal opportunities.
- Flexible, adaptable, willingness to engage in self-development.
- Employees are expected to have a suitable home work space with a good broadband connection for occasional home working.
- Employees enrolled in Multi-Factor Authentication (MFA or 2FA) will be expected to install and maintain an app on either their personal or work mobile device.
- Employees are expected to undertake any and all other reasonable and related tasks allocated by their line manager.
- The role may from time to time require travel throughout Scotland, involving possible overnight stays.