

Role Description

Division:	Advice, Support & Community Services
Department:	Information, Advice & Friendship
Location:	Blend of office (Edinburgh-based) and home working
Geographical focus:	Scotland-wide
Contractual status:	Permanent
Hours:	35 hours per week
Line Manager:	Advice Team Leader
Direct Reports:	None
Salary:	£29,734 pa

Job Purpose

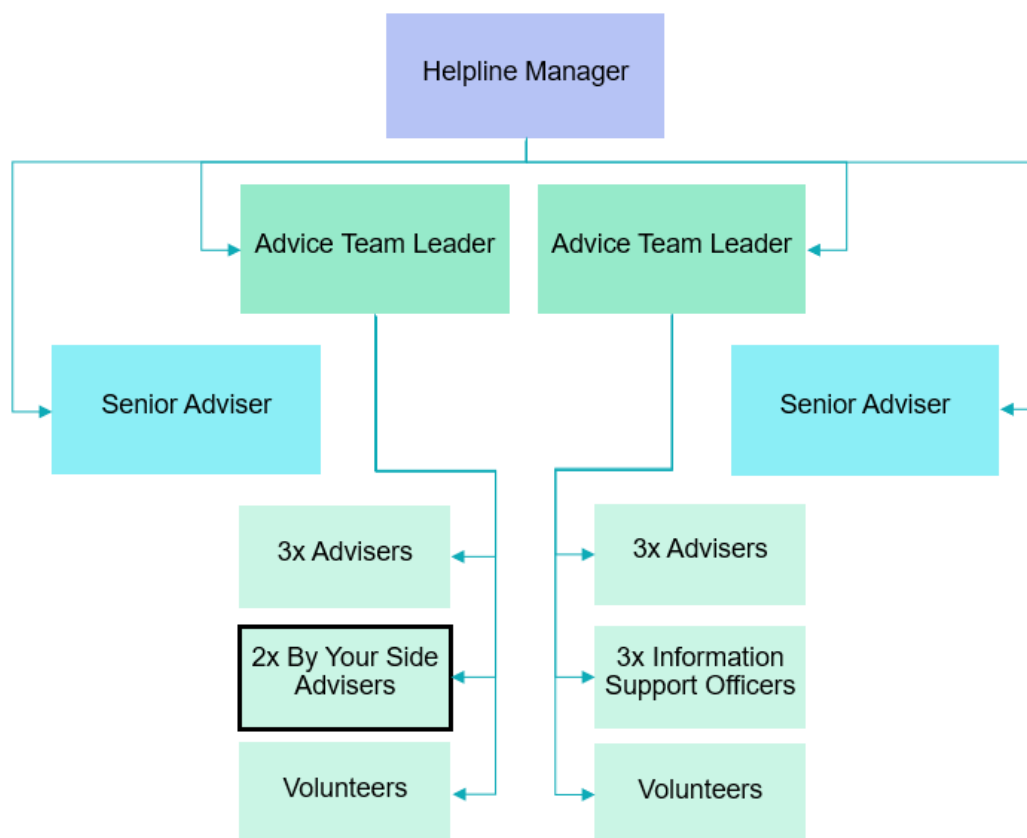
Our people are central to our success in delivering services for older people in Scotland. We pride ourselves on having a positive working environment and culture.

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.

Living our values, you will help create better outcomes for older people by empowering, enabling and supporting them to access their rights and entitlements. Through the provision of advice, form filling and low-level advocacy you will support older people who cannot take the next steps themselves due to the barriers they experience in day-to-day life.

Your support will be telephone based at the outset but as the service develops may become face to face in the office.

Organisational Chart



What you'll do

As a By Your Side Adviser, you will provide a holistic multi-issue advice and low-level advocacy service. This will include the following duties:

- Provide all the information required to allow the older person to make informed decisions and choices.
- Assess Welfare Benefit entitlement and complete applications with clients via the telephone, online or in person.
- Support clients to apply for additional services such as Warm Home Discount, Council Tax Reduction, Housing Benefit, Blue Badges, and Free TV Licenses (list not exhaustive).
- Make 'assessment of need' referrals on behalf of the client if they require support to do so.
- Work closely with colleagues and any referral agency to ensure a holistic and sustainable approach for all clients.
- Help express the views, wishes and rights, or speak on the older person's behalf to professionals when decisions need to be made that affect them.
- Act as an advocate on behalf of individual clients with statutory / voluntary agencies.

By Your Side Adviser

- Maintain up to date knowledge of all areas of Welfare Benefit legislation ensuring customers are always given accurate, relevant advice and information using resources including Advisernet, Scottish Government websites and Child Poverty Action Group handbooks.
- Accurately case-record on our database according to data protection and confidentiality procedures, including details of information sources used, case progression and agreed time scales.

You will 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.
- Consistent in adhering to best practice in safeguarding procedures.
- Supplemented by written materials such as information guides, factsheets and letters/emails as appropriate.
- Compliant with agreed referral procedures.
- Provided in accordance with the quality standards of the Scottish National Standards for Information and Advice Providers and Age UK Quality Advice Standards.

Friendship

- Deliver a professional and friendly service, demonstrating empathy and understanding according to agreed protocols.

General

- 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.
- Case checking.

Actively contribute to the work of other Age Scotland teams including:

- Providing social policy evidence
- Participation in specific campaigns
- Responding to senior management requests
- Support our friendship services.

What you'll bring

Knowledge & Experience:

Essential

- Recent experience of providing advice and support.
- Experience of working in a generalist advice service.
- In-depth current working knowledge of the UK and Scottish benefits system.
- Excellent front-line customer service including dealing with the public face to face and on the telephone.
- 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

- Experience of working with volunteers.
- Experience of electronic case recording systems.
- Experience of advocating on behalf of service users.
- Experience of form filling.
- Knowledge of issues relating to safeguarding of vulnerable people.

Skills & Qualities:

- 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.

- Commitment to providing older people with high quality Information and Advice.
- A keen interest and proactive approach to your own professional development.
- Integrity and an understanding of confidentiality.
- Adaptability to react to urgent matters as they arise.
- 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 tackling the stigma of isolation and loneliness.
- Commitment to work alongside and support volunteers.
- An understanding of and commitment to equal opportunities.
- Willingness to work from the Edinburgh Office when required (NB, travel costs from home to the office will not be reimbursed by Age Scotland.)
- Employees are expected to have a suitable homework space with a good broadband connection for occasional home working.
- Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manager.
- 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.

Further Notes

- Disclosure/PVG checks may be required for this role at a future date.