

Role Description

Division:	Information, Advice & Friendship Services
Department:	Helpline
Location:	The role is hybrid with an intention that office-based and external facing work will constitute 40% of working time over each month. Age Scotland is a flexible employer and flexible working patterns are available.
Geographical focus:	Scotland
Contractual status:	Permanent
Hours:	35 hours per week (to be worked between Monday – Friday)
Line Manager:	Advice Team Leader
Direct Reports:	None
Salary:	£27,250.26 pa

Job Purpose

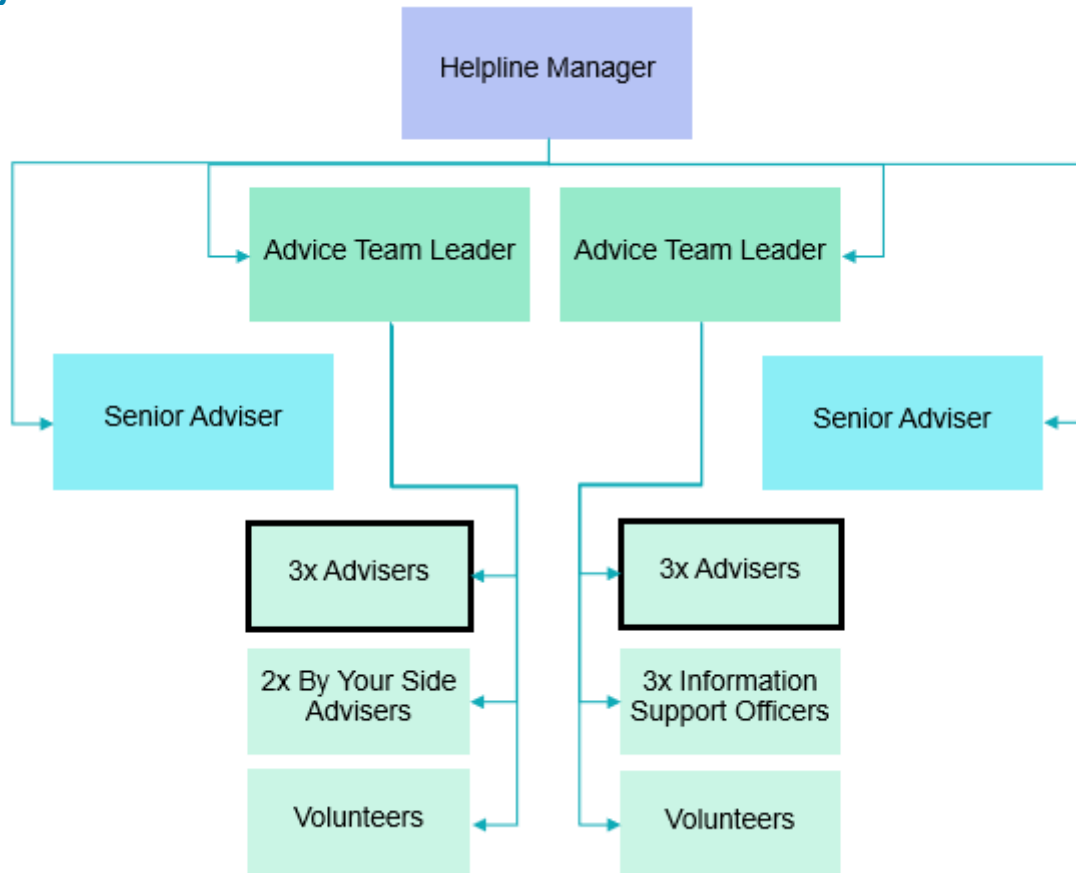
Our people are central to our success in delivering services for older people in Scotland. We pride ourselves on having a positive working environment and culture.

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.

People-centred, you will deliver a holistic information, advice and friendship service for older people in Scotland, their carers, families and professionals by telephone. Meeting the Scottish National Standards for Information and Advice Providers, you will act as champion on agreed subjects.

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

Provide a multi-issue information and advice service on:

- Money (including benefits checks)
- Social Care
- Retirement choices and lifestyle
- Housing
- Health
- Consumer
- Legal and end of life
- Employment
- Energy

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

Telephone Adviser

- 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 Child Poverty Action Group handbooks
- Provided in accordance with relevant quality standards such as the Scottish National Standards for Information and Advice Providers and partnership agreements.

Friendship:

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

General:

- 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.
- Support our friendship services.

Quantitative aspects of the role:

- Work with the team to meet agreed call volumes.
- Calls answered within agreed target times.
- Data Input onto database.

Performance measures:

- Adherence to objectives and departmental goals.
- Call quality excellence.
- Conduct, performance and absence in line with company guidelines.

What you'll bring

Knowledge & Experience:

Essential:

- Recent experience (paid or unpaid) of providing advice including telephone advice.
- Experience of working in a generalist advice service.
- 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.
- Knowledge of issues relating to safeguarding of vulnerable people.

Skills & Qualities:

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.

Additional requirements

- 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.
- A suitable home work space and furniture with a good broadband connection.

- Employees are expected to undertake any and all other reasonable and related tasks allocated by their Line Manager.