

# **AGE CONCERN BLACKBURN WITH DARWEN**

## **JOB DESCRIPTION**

<b>POSITION:</b>	Outreach Advice Development Co-ordinator
<b>LOCATION:</b>	4 King Street, Blackburn
<b>RESPONSIBLE TO:</b>	Advice and Information Manager
<b>RESPONSIBLE FOR:</b>	Outreach Advice Officer and Outreach Volunteers
<b>ROLE:</b>	To develop and deliver Age Concern Blackburn with Darwen's 'Can We Help You' project and Outreach Advice Service in older people's own homes and in community venues.

### **MAIN DUTIES & RESPONSIBILITIES:**

1. To develop and deliver the organisation's 'Can We Help You' project, offering holistic needs assessments in agreed areas of the Borough.
2. To manage, develop and ensure delivery of the organisation's Outreach Advice Service for older people, offering the advice and information service in people's own homes and in community venues.
3. To take day to day responsibility for the effective and efficient running of both services including allocation of visits. To directly undertake visits for both services as required.
4. To provide and develop the services in co-operation with other Age Concern staff and external partners within agreed budgets and existing business plans.
5. In conjunction with the Advice and Information Manager, to be responsible for promoting both services to local older people and other organisations.
6. To ensure that the services comply with all the organisation's policies, and that advice is always given in the older person's best interest.
7. To act as line manager to the Outreach Advice Officer providing supervision and support on an ongoing basis.
8. To work with the Volunteer Co-ordinator to recruit service volunteers and to maintain sufficient cover at all times.
9. To select, manage and support the service volunteers, assess their training needs and arrange for relevant training provision.
10. To refer older people and their carers to other agencies as indicated in their assessment, or as a result of the advice given.

11. To provide a comprehensive casework service to individual older people or their carers where their needs are of a complex nature, liaising with other Age Concern staff and other agencies as necessary.
12. To maintain and supervise the operation of a system for recording and monitoring which enables the appropriateness and accuracy of advice and information given to be monitored, referrals to be tracked and unmet need quantified, and for the work of the services to be monitored and evaluated.
13. To maintain and supervise the operation of administrative and financial systems for the services in co-operation with Age Concern staff, to ensure continuity throughout the services and that all paperwork is dealt with promptly and that accurate records are kept.
14. To oversee and ensure a programme of promotional visits to relevant community venues is implemented.
15. To implement a system to collate the views and needs of older people collected through the services to ensure that these can be used to influence a range of local organisations.
16. To produce reports and other paperwork as necessary to inform the Chief Officer, the Age Concern Board of Trustees, local partners, funders and other interested parties regarding the development of the project.
17. To work in conjunction with the Services Development Manager and Advice and Information Manager to develop the services and to play an active role in the Advice & Information Service Team, including assisting with providing cover across the whole service. This may include the Darwen office which also delivers Age Concern Trading services and would require training to meet FSA requirements.
18. To participate in exhibitions, seminars, conferences, talks etc., to promote the project.

## **GENERAL RESPONSIBILITIES**

1. To comply with all Age Concern Blackburn with Darwen's policies, including Health and Safety, Confidentiality and Equal Opportunities.
2. To undertake duties in relation to FSA regulations at the appropriate level detailed in the appendix to this job description.
3. To participate in Age Concern's promotional and social events, working with the Chief Officer and other members of staff to fundraise to ensure the continuity of Age Concern and its services.
4. To perform other tasks associated with the job description as delegated by the Advice and Information Manager with due regard to the skills of the Outreach Advice Development Officer.
5. To undertake any training as deemed necessary for the role.

## **FLEXIBILITY CLAUSE**

1. The nature of this post will require flexibility to meet urgent work needs as they arise. This will inevitably entail some occasional weekend or evening work.
2. The job description is not intended to be exhaustive. The postholder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the postholder) subject to the needs of the organisation, and in keeping with the general profile of the post.

July 2008

## APPENDIX

<b>Job/Role Description:</b>	Customer Service Associate (Level 1)
<b>Reports to:</b>	FSA Insurance Supervisor

### ***Context to this Job/Role Description:***

This job/role description documents the requirements of the FSA (Financial Services Authority) in relation to individuals who welcome insurance customers to an Age Concern.

### ***Responsibilities***

A member of staff or a volunteer performing this role:

- Shall be competent to perform their role
- Shall remain competent to perform their role
- Shall undergo a regular review of their competence
- Shall accept appropriate supervision based on their skill and knowledge levels

### ***Key Tasks***

1. To competently and compliantly introduce Age Concern Products and Services to customers.
2. Accurately complete all administration and documentation in accordance with the agreed procedures and service standards.
3. Abide by the Codes of Conduct, Rules and Guidelines as issued by ACEnt.
4. To undertake personal development as agreed between the role holder and their supervisor.

### ***Knowledge***

In addition to the knowledge required by their job role a Customer Service Associate should be familiar with:-

- ACEnt/ACO/G internal procedures
- Data Protection requirements
- Training & Competence Scheme
- Complaints Procedures
- Marketing Plans and Procedures
- Relevant Products
- Codes, Rules and Guidelines
- FSA requirements
- Money Laundering (Proceeds of Crime Act) related to ACO/Gs