Information and Advice Worker

Age UK Hammersmith & Fulham is looking to recruit an Information and Advice Worker to join our team. As a key member of the Information and Advice (I&A) service, you will provide crucial support to older people in Hammersmith & Fulham, addressing issues related to housing, benefits, pensions, and more. Responsibilities include delivering information and advice, maintaining accurate records, collaborating with colleagues in the I&A team, and assisting in updating resources. Experience in providing information and advice and working with vulnerable adults is needed; familiarity with CRM systems like Salesforce is desirable. This role offers the opportunity to make a positive impact on the lives of older individuals, along with professional development prospects and a supportive work environment.

**Age UK Hammersmith & Fulham**

Hammersmith, Greater London (On-site)

£10,452

Permanent, Part-time, 14 hours, 2 days per week

Job description

Age UK Hammersmith & Fulham is an independent local charity working to improve the lives of people over 50. We care passionately about supporting older people and are looking for someone who shares that aim.

Our Information and Advice (I&A) service is the bedrock of our organisation. The I&A team provide support with housing, benefits, pensions, and many other issues faced by older people in Hammersmith & Fulham. The Information and Advice Worker will play an active role in the I&A team.

**The day-to-day:**

You will be delivering information and advice to older people and their families or carers. This will include responding to enquiries made by telephone or in person, researching, and providing information to other relevant agencies. You will need to monitor and report on the service, ensuring that all enquiries and their responses are recorded in accordance with our procedures. This will include working with the I&A team to collect and record statistics, and providing a quarterly report on the service.

You will need to keep up to date on the issues affecting older people and work with the I&A team, and Marketing and Communications Coordinator to update any resources and ensure these are widely available to the staff team and service users. You will support volunteers to help further our I&A provision, and ensure they are comfortable in their roles.

**Your skills:**

* Experience of providing information and advice
* Experience working with vulnerable adults
* Experience using Salesforce or other CRM systems
* Knowledge of the welfare benefits system
* Knowledge of housing and homelessness
* Knowledge of social care

**What’s in it for you:**

This is a rewarding role where you’ll directly impact the lives of local older people. You’ll be joining a committed and supportive team, who get together socially approximately once per quarter. You’ll have plenty of opportunities for learning and professional development and can have a cooked lunch for just £2.40 any day you’re in the office.

You’ll also get:

* 26 days annual leave pro rata (plus bank holidays and Christmas closure)
* 5% employer pension contribution
* 24/7 access to an Employee Assistance Programme