



**Job Description**

**Advice and Information Officer**

**Hours of work: 37.5 hours**

**Annual Leave: 25 days plus bank holidays FTE**

**Salary: Up to £25,000**

**Employed by: Involve Kent**

**Responsible to: Senior Coordinator Advice and Activities**

**Based: Office at Turkey Mill Maidstone, working West Kent wide mileage payable hybrid**

**Purpose of the job**

**This is an innovative role working on the KCC funded Actively Involved service in West Kent, accessible to those over 55 and those under 55 with complex health. Working with a person-centred and outcomes focused approach to ensure people can access information and advice that enables them to live well. With a strong focus on empowering people to be digitally included and enabling them to take control of their finances and remain independent at home.**

**Key tasks and responsibilities**

- Proactively manage your own health, wellbeing, and resilience to ensure you can provide consistent, quality support to people accessing our services.
- Demonstrate and embed the Involve values in your practice and daily work.
- Proactively contact people, who after triage by our telephone navigators or other Involve staff may need support to access information and advice that improves their lives and wellbeing
- Develop an advice service with the Senior Coordinator and North Kent Advice and Information Officer to support people with accessing benefits, blue badges, energy deals, access to housing support and information that supports them to be independent, ensuring collaboration with current navigation services and not duplication.
- Home visit people to complete forms and assist them with telephone calls. Empowering them in future to be as independent as possible.
- Work collaboratively with people who may have complex issues, supporting them to access services and support that may benefit them quickly and efficiently.
- Help people to access relevant housing support and ensure relevant paperwork and applications are made.

- Apply for relevant grants for people developing a good knowledge of grants both in voluntary and statutory sectors
- Ensure all necessary data and information about Clients is recorded accurately and entered confidentially on involves database with awareness of information governance best practice.
- Build positive relationships with both statutory and voluntary services to ensure seamless referrals into relevant support for clients.
- Achieve demanding targets for numbers of people engaged and supported. Ensuring the service and support to people is outcome focused and work innovatively to facilitate improved outcomes for people.
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops.

<b><u>Person Specification</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
Excellent customer service skills, ability to deal with high volumes of work while remaining focused, patient and calm under pressure	X	
Knowledge of benefits eg eligibility and forms	X	
Excellent communication skills, able to negotiate, build relationships and advocate for people	X	
Able to follow processes and systems, assessing people using strength-based skills and a person-centred approach, developing action/support plans, and following up in an outcome focussed way	X	
	X	
Driven, target focused and highly motivated	X	
Resilient, confident, positive and with a methodical approach to planning of own work .	X	
Outgoing, can-do approach, energetic and passionate about improving the wellbeing of others	X	
Ability to learn and implement policies and procedures	X	
Good IT skills and experience of using windows applications and a database or CRM system	X	
Able to take decisions and use professional expertise, but within a structured framework and existing systems and policies	X	
Full driving licence and access to a vehicle	X	