

JOB DESCRIPTION

Job title	Advice and Guidance Deputy Manager
Report to	Carers Hub Manager / Operational Services Lead
Hours of work	35 hours per week, Mon – Fri (with occasional weekend working)
Salary	£26,062.40 per annum
Location	Based within Boldmere, travel across Birmingham where required
Contract type	Fixed term until 31 March 2028

Job Purpose

To coordinate the delivery of Age Connects West Midlands' Advice, Guidance and Wellbeing Services, ensuring effective management of referrals, appointments, projects and service delivery.

To provide advice, information and guidance through face-to-face, telephone, virtual and home visit support, including welfare benefits advice and support relating to Attendance Allowance, Personal Independence Payment (PIP), Disability Living Allowance (DLA), Carer's Allowance, Pension Credit, Blue Badge applications and other relevant entitlements.

To support the delivery of multiple projects and contracts, including energy efficiency and wellbeing initiatives, ensuring targets, outcomes and reporting requirements are achieved.

To provide operational support across services, including staff supervision, volunteer coordination, partnership working, community engagement and the mobilisation of new projects and services, contributing to the delivery of high-quality services across Age Connects West Midlands.

Essential Duties/Responsibilities:

- Coordinate the workload across the team, ensuring referrals, appointments and enquiries are allocated and managed effectively.
- Coordinate face-to-face appointments, outreach sessions and home visits across Birmingham and surrounding areas.
- Provide advice, information and guidance through face-to-face, telephone, virtual and home visit support.
- Support individuals with welfare benefits and entitlements including Attendance Allowance, PIP, DLA, Carer's Allowance, Pension Credit, Blue Badge applications and other relevant benefits.
- Maintain an up-to-date knowledge of welfare benefits legislation, guidance and best practice.
- Coordinate and support the delivery of multiple projects and service contracts, including energy efficiency and fuel poverty initiatives.
- Monitor project outcomes, performance measures and contractual targets.
- Maintain accurate records, databases and case management systems, ensuring data quality and compliance with organisational requirements.
- Complete monthly monitoring, statistical returns and reports as required by funders, commissioners and the organisation.
- Support the day-to-day operation of the Advice and Guidance Service and assist with the coordination of the main helpline where required.
- Provide line management support to staff, including supervision, one-to-one meetings, probation reviews, annual appraisals and performance management processes.

- Support the management of annual leave, sickness absence and workforce planning in line with organisational policies.
- Support recruitment, induction and onboarding activities for staff where required.
- Work alongside the Befriending and Volunteering Manager to support the recruitment, induction and ongoing engagement of volunteers.
- Coordinate volunteers within the service, providing day-to-day support and ensuring they are effectively utilised to support service delivery.
- Maintain volunteer records and communicate any concerns or development needs appropriately.
- Attend partnership meetings, networking events, forums and community events on behalf of Age Connects West Midlands.
- Promote the services of Age Connects West Midlands through outreach activities, presentations and community engagement opportunities.
- Develop and maintain positive working relationships with partners, stakeholders, professionals and community organisations.
- Support the mobilisation, implementation and development of new projects and services.
- Support service delivery across Age Connects West Midlands services where required.
- Identify and respond appropriately to safeguarding concerns in line with organisational procedures.
- Ensure compliance with organisational policies, procedures, quality standards and Health and Safety requirements.
- Promote a positive and professional image of Age Connects West Midlands at all times.
- Undertake any other duties commensurate with the role.

Skills & Qualifications:

- Excellent communication and interpersonal skills, with the ability to build positive relationships with clients, colleagues, volunteers and external partners.
- Excellent organisational and time management skills, with the ability to manage competing priorities and workloads.
- Strong understanding of welfare benefits and entitlements, including Attendance Allowance, PIP, DLA, Carer's Allowance, Pension Credit and Blue Badge applications, or the ability to quickly develop this knowledge.
- Ability to provide accurate advice, information, guidance and signposting to support wellbeing and independence.
- Experience of coordinating services, projects or programmes and achieving agreed outcomes and targets.
- Ability to collect, analyse and report on service performance data.
- Good IT skills, including Microsoft Office packages and CRM/client database systems.
- Experience of supervising, supporting or line managing staff.
- Experience of working alongside and supporting volunteers.
- Ability to develop and maintain effective working relationships with a range of stakeholders and partner organisations.
- Strong problem-solving skills and the ability to work independently using initiative.
- Understanding of safeguarding responsibilities and the ability to respond appropriately to concerns.
- Flexible and adaptable approach to supporting service delivery across multiple services and projects.
- Commitment to equality, diversity, inclusion and person-centred support.

Desirable

- Advice and Information or Welfare Benefits qualification.

- Management, leadership or supervisory qualification.
- Experience of delivering or coordinating energy efficiency, fuel poverty or community wellbeing projects.
- Experience of working within the voluntary, community, health or social care sector.
- Knowledge of local services and support available to older people, carers and vulnerable adults.
- Experience of writing monitoring reports for funders, commissioners or grant-funded projects.

Special Conditions:

- An enhanced DBS check will be undertaken for this role
- This is a description of the job as it is at present
- It does not form part of the contract of employment
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder

Age Connects West Midlands / Jubilee Citizens UK are committed to Safeguarding:
Promoting good practice and prevention of harm and abuse
To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge, Skills and Abilities: • <i>Excellent communication and interpersonal skills.</i> • <i>Strong organisational and time management skills.</i> • <i>Ability to manage competing priorities and workloads.</i> • <i>Knowledge of welfare benefits and entitlements or ability to quickly develop this knowledge.</i> • <i>Ability to provide advice, information, guidance and signposting.</i> • <i>Ability to coordinate multiple projects, services and workstreams.</i> • <i>Ability to collect, analyse and report on performance data.</i> • <i>Good IT skills, including Microsoft Office and CRM/database systems.</i> • <i>Ability to build and maintain effective relationships with partners and stakeholders.</i> • <i>Ability to supervise and support staff and volunteers.</i> • <i>Understanding of safeguarding, confidentiality and data protection requirements.</i> • <i>Ability to work independently and use initiative</i> • <i>Knowledge of local services available to older people, carers and vulnerable adults.</i> • <i>Knowledge of energy efficiency and fuel poverty initiatives.</i> • <i>Experience of delivering presentations, workshops or community awareness sessions.</i>	* * * * * * * * * * * * * * *	* * *

