

Role Description

JOB TITLE: Helpline Officer

GENERAL INFORMATION

Remuneration: £23,441 – £25,443 per annum

Hours: 35 hours per week (part time considered)

Location: Helpline Office – Age UK South Cumbria, 17 Finkle Street, Kendal

Responsible to: Client Services Supervisor

Job Purpose: To work as a member of the Client Services team to provide vital first point of contact support for our client group, usually by the telephone but also for face-to-face drop-in clients. Provide a general assessment and effective triaging to ascertain if the client's needs can be met by the provision of information and advice or the support to access it. Where appropriate provide the correct information or escalate to the Case Officer Team.

Main Duties:

- To support the day-to-day running of the Helpline facility at Age UK South Cumbria
- To act as a first point of contact for older people in South Cumbria who call the Age UK South Cumbria Helpline for signposting/advice or any kind of support
- To receive referrals from Reception, and to cover Reception on occasion in order to act as a first point of contact for older people in South Cumbria who drop into our Resource Centre at 17 Finkle Street in Kendal
- Respond holistically and appropriately to the issues and needs identified and provide accurate, high-quality information and advice
- Liaise with the Duty Officer to ensure accuracy of advice given and for guidance as required
- Create referrals of appropriate urgency to Age UK Case Officers/Specialist teams or other relevant agencies/service providers
- Engage with clients in a friendly, courteous, prompt and appropriate manner, using excellent communication skills to always deliver high-quality service
- To be aware of the particular needs of the whole range of client groups including those unable to access services directly and to refer these clients onto other services effectively
- Work as part of a team, contributing to meetings and attending relevant training
- To engage in a significant programme of training, including welfare benefit training, to equip you with the skills and knowledge required to provide a holistic response to client enquiries
- To work methodically and calmly under pressure, whilst effectively managing the demand of the service
- To access and accurately maintain electronic client records, calls and referrals ensuring compliance with the Data Protection Act, maintaining management information to assist in workload/demand profiling and to inform continuous improvements to the services

provided

- Adhere to all Age UK South Cumbria Policies as indicated in the Employee Handbook
- Other such duties as may be required that are consistent with the duties and responsibilities of the post.

There are five weeks paid holiday per year, increasing to six weeks after 5 years' service, plus public holidays and an additional birthday day off. A health benefit scheme is available for staff after completing a probationary period of three months, and a pension scheme is available after three months' service.