



JOB DESCRIPTION

Job Title:	Technical Adviser – Social Care
Department:	Services
Reporting to:	Technical Advice Manager
Line Manages:	No line reports
Location:	Avonmore Road, London W14 8RR

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values. We are:

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

Job Purpose

The Technical Adviser – Social Care will play a crucial role in supporting the organisation to deliver our expert telephone advice service and support our Information and Advice teams to deliver high quality materials. You will also work support our Policy and Communications teams to ensure the views of older people are heard at local and national level. There is potential to develop this role and you will play a key part in this.

Key Responsibilities

Advice

Maintain an expert level of knowledge regarding social care within England in order to:

- Support the telephone advice team with queries and complex cases
- Carry out social care advice calls
- Complete file reviews, providing feedback and clear actionable learning to advisers
- Develop, deliver and/or organise training and provide opportunities for reflective practice
- Support all work related to maintaining our Advice Quality Standards (AQS)
- Develop partnerships with other organisations to increase our impact

Information

Support the Information Team in producing high quality, accurate and evidence-based information for the public by:

- Reviewing materials relating to social care and providing constructive feedback
- Contributing where required to maintain the Patient Information Forum Standard
- Ensuring that the needs and views of older people are reflected in our public information

Policy, Influencing and media

Provide support to the Policy, Influencing and Media teams by:

- Providing updates on relevant legislation changes and the impact on older people and our work
- Considering trends in our information and advice work and feeding that insight to colleagues
- Reviewing content, as required, to ensure information and content is factually correct
- Support the sourcing of relevant stories (case studies) to enhance our impact, as required

General Responsibilities

- Undertake any other duties commensurate with the level of the role
- Have fun and challenge yourself at work, model the charity's values and abide by our policies and practices
- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Contribute to our fundraising effort by embracing opportunities to fundraise yourself, to promote fundraising and to support the fundraising team
- Share in our commitment to safeguarding adults at risk of harm
- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy

PERSON SPECIFICATION

You should have...

- Experience in the field of social care and/or social care advice
- An understanding of the legislative and regulatory frameworks relating to social care with particular focus on The Care Act 2014
- An understanding of the issues faced by older people regarding social care
- Experience of working within a set of advice quality standards or best practice guidelines
- The ability to write and review resources relating to social care e.g. factsheets, training materials, web content.
- The ability to translate complex advice into an accessible format
- Excellent written and verbal communication
- A demonstrable passion for, and affinity with, our cause.

Ideally you would have...

- Experience of delivering advice around social care issues
- Experience of supporting staff development using a range of techniques, including written feedback and coaching
- Experience of developing and delivering training to small groups
- Experience of working in the voluntary sector
- Experience of building partnerships
- A good working knowledge of Microsoft 365 applications including Teams