

JOB DESCRIPTION

Job Title:	Information Officer
Department:	Information and Advice Team
Reporting To:	Dan Harbour
Reporting To Job Holder:	N/A
Work Hours:	Full-time (35 hours p/w) and part-time opportunities
Contract:	Permanent
Salary:	£19,000 - £20,000 per annum plus performance-related bonus and excellent benefits package (see below)
Location:	Abingdon Science Park
Job Purpose:	To be the public-facing first point of contact for callers to a national advice service which supports clients throughout the NHS Continuing Healthcare assessment and appeal process, scheduling appointments, offering information and supporting the Information and Advice team with administrative duties.

MAIN DUTIES:

1. To be the public-facing first point of contact to health and social care service users in England, providing information about the NHS Continuing Healthcare assessment and appeal process, as part of an established national specialist continuing healthcare information and advice service, with a great reputation.
 2. Main duties to include being part of the tier one team, who are the first point of contact for new client enquiries (telephone and email), responding to messages from new clients, asking relevant questions to determine the type of enquiry, providing accurate tier one technical information about the NHS continuing healthcare framework and criteria, and scheduling tier two advice sessions.
Note that this is primarily a telephone advice role within a very busy service and that many callers will present with strong emotions.
 3. To provide tier one information about the assessment and dispute processes to our clients tailored to their specific situation and needs from a good working knowledge of the national guidance and assessment framework.
 4. To keep informed of issues, policies and guidance affecting clients ensuring that the information provided is relevant, current, complete and accurate.
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5. To respond to new referrals by making prompt initial contact with the client following referral from a Clinical Commissioning Group, stakeholder or private enquirer, within appropriate timescales.
6. To provide administrative support to the Information and Advice team and Managing Director.
7. Keep operating procedures under review to identify areas of potential development and / or improvement and make recommendations.
8. To meet and greet clients and visitors to the offices.
9. To research topics relevant to continuing healthcare as directed, preparing clear and concise summary reports.
10. Responsible for maintaining online client management and filing systems.
11. Work closely and efficiently with representatives and partners from NHS England and referring Clinical Commissioning Groups so as to provide a quality and cost-effective service, and to minimise stress for the client.
12. To work with partner organisations and stakeholders to share knowledge, make appropriate referrals, maintain consistency and draw upon each other's expertise, always striving to improve the quality of both services and provide a better customer experience.
13. To keep relevant and sufficiently detailed case records following each client contact, ensuring that all client information is kept up to date in line with Beacon's systems and procedures, including data protection (GDPR) policies.
14. To work cooperatively with Beacon's private casework team so as to provide clear, transparent and appropriate information to clients about Beacon's casework services in line with company procedures.
15. To uphold organisational values, promoting Beacon's social goals through each area of your work.
16. Attending line management, supervision and team meetings as appropriate and to play a full part in the development and success of Beacon.
17. Archiving
18. Provide organisational and administrative support to advisers and caseworkers as required.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your developing role and the overall objectives of the companies.

This post may be subject to a satisfactory Disclosure and Baring Service check or equivalent.

STAFF BENEFITS: Pension Scheme, Generous Annual Leave Entitlement, Death in Service Benefit 4x salary, Flexible Working, Health & Dental Care Plan, Professional Development Plan, Employee Rewards Scheme (Perkbox) and Performance-Related Bonus.

PERSON SPECIFICATION FORM

Job Title: Information Officer

Department: Information and Advice Team

Specification	Essential Requirements	Desirable Requirements
<u>Qualifications/ Education/ Training:</u>	Strong IT skills and an ability to use Microsoft Office Applications to a high standard.	Degree or equivalent level of knowledge acquired through experience and training /development. Advice, customer service or project management qualification.
<u>Relevant experience:</u>	Managing day-to-day operations and developing and implementing effective and efficient office systems. Proven experience of the ability to understand, digest and reflect back complex information.	Experience of working within or understanding the relationships across Health and Social Services. Experience of working in a client-facing information, advice or administration role either within a law firm, health or social care organisation, or third sector organisation.
<u>Relevant knowledge/skills:</u>	Excellent oral and written communication skills with an ability to engage effectively with a range of stakeholders. Able to establish a good rapport with clients in a professional and caring manner, upholding brand values. The ability to work with attention to detail and accuracy, handling confidential and sensitive information with discretion. Able to keep good records, monitor and report. The ability to provide clear and coherent information via the telephone and in written communication.	An understanding of effective listening and questioning techniques. An ability to present complex information in a way that is accessible to a broad client base.
<u>Personal attributes:</u>	A commitment to upholding and actively promoting Beacon's	Flexible attitude to work, including availability to work some evenings when

	<p>organisational values (see below), promoting Beacon’s social goals through each area of your work.</p> <p>A demonstrable ability to work with a client group who may be lonely, upset and experiencing strong and complex emotional feelings.</p> <p>Able to work on own initiative, to prioritise work, and to work under pressure.</p>	<p>required.</p> <p>An ability to work as part of a small and dynamic team.</p>
<p><u>Special Requirements:</u></p>	<p>A commitment to the principles of equal opportunities and anti-discrimination whether race, religion, age, gender or sexual orientation.</p> <p>This post may be subject to a Disclosure and Barring Service check.</p>	

Background Information

NHS Continuing Healthcare is the name given to a package of health care that some people need to receive as a result of a disability, accident or illness. Individuals who are assessed as eligible for NHS Continuing Healthcare will have the full cost of their care and accommodation funded by the NHS.

The criteria for determining eligibility is highly complex and can be very difficult to understand because it is based upon case law and often poorly-understood legal tests rather than primary legislation. Our experience has shown that there is a lot of confusion surrounding continuing healthcare because of the complex nature of the criteria, as well as lengthy and detailed assessment processes. Likewise, the appeal process can be very daunting and perplexing to individuals who do not know what to expect.

Over the past 14 years, Age UK Oxfordshire has provided a free advice, support, advocacy and active casework service to individuals in the South of England going through the assessment or appeal process. In that time they have worked with over 7,500 families and won over 70% of appeals, establishing a national reputation for quality advice and casework within continuing healthcare professional circles.

Beacon is the trading name of Ethical Legal Services Ltd, a company which has evolved from Age UK Oxfordshire’s original continuing healthcare project. Beacon utilises the extensive experience of its casework team to fill both a commercial gap and a social need in the national support market for continuing healthcare. Beacon aims to ensure that individuals receive a fair, accurate & comprehensive assessment of need, being empowered to make informed appeal choices. Beacon is a social enterprise, producing operating surpluses which are donated to charity to support vital services for older people.

Beacon operates an ethical business model which places the client at the heart of the process and aims to achieve the best possible outcome for our clients through effective and non-confrontational engagement with CCGs. Our team of advisers and caseworkers have established a strong reputation for their thorough understanding of the eligibility criteria and key principles, combining excellent client engagement with high-quality case representation.

The Project

For the past four years Beacon has been commissioned by NHS England to deliver the first national specialist NHS Continuing Healthcare information and advice service. The service delivers in two specific areas:

- Remote verbal or written advice surgeries: time-limited specialist advice delivered via telephone, Skype and email
- Literature in the form of comprehensive information guides provided via post and across digital access points

The service is open to anybody in England at any stage of the continuing healthcare journey or in the long-term care system. Clients and service-users will be entitled to receive a copy of Beacon's literature in the format they find most accessible, and up to ninety minutes of remote (verbal or written) advice.

Remote verbal information and advice will be provided on any area within the scope of the National Framework for NHS Continuing Healthcare and NHS Funded Nursing Care (2007, 2009, 2012 and 2018 editions), and related guidance, and on the topics covered by the Navigational Toolkit.

The role of the Information Officer will be to deliver accurate tier one information to clients which helps them to understand what NHS continuing healthcare is, how to apply for it and what to do if they want to challenge the outcome of their assessment. You will also be expected to schedule tier two advice sessions with our specialist advice team for individuals who require an-depth consultation.

Please note that whilst prior knowledge of the NHS continuing healthcare criteria and assessment procedures is desirable, it is not necessary to have this knowledge and full training will be provided. We are looking for candidates with the right skills and personal attributes as listed in the Person Specification.

Our Values

At Beacon, we employ people who want to do things differently to other organisations working in this field. Five values sum up our culture and how we treat our clients and our staff:

1. Ethical

Commitment to our clients

We operate with honesty and integrity. We are transparent about our funding set-up and our fees, which we keep as low as we sensibly can. We never 'hard sell' our services, we keep you informed at every step, and we always give our honest opinion of your chances of success. As a social enterprise, we donate any profits to charity.

Commitment to our team

We operate with honesty and integrity, and always work hard to get the best results for our clients and the business. We work to high standards, and trust our people to respectfully speak out if we fall short.

2. Expert

Commitment to our clients

We pride ourselves on being recognised as leading independent experts in NHS Continuing Healthcare (CHC). We apply our knowledge and experience to help every case and caller. We also strive to improve CHC for everyone, by training health and social care professionals.

Commitment to our team

We are the leading experts in our field. We encourage and value innovation and evolution in what we do, and how we do it. We are united in developing the business and its services.

3. Personal

Commitment to our clients

By listening carefully to you and the people who really know about your care needs, we can provide excellent advice and powerful advocacy tailored to your unique situation.

Commitment to our team

We get results by getting to know our clients. We do the same with our people, offering flexible working options to suit your circumstances, and taking time out to have fun as a team.

4. Compassionate

Commitment to our clients

We are mindful of the immense stress that our callers and clients can be under, at what is often a really tough time. We do our best to lift some of that burden by providing a quality service that you can trust, and by being compassionate and courteous at all times.

Commitment to our team

The nature of the work can be stressful and emotionally draining. We take care and time to look out for each other, and encourage healthy work habits.

5. Rewarding

Commitment to our team

We take the time to celebrate success and are inspired by one another's achievements. We provide a generous and varied suite of benefits that can be enjoyed by our people and their families.