



Job Description

Job Title	: Advice Worker (Generalist)
Responsible to	: CEO
Salary Scale	: SCP 19 (£25,481) pro-rata
Hours	: 4 days 29.6 hrs per week
Contract Terms	: Permanent

Main Purpose of the Job

To work holistically, using a person-centred empowerment approach.

To provide independent, impartial advice to the AQS generalist quality standard covering advice areas including welfare benefits, debt/money advice, housing, fuel poverty, consumer and employment. To encourage and empower clients to set goals and work towards improved financial and emotional wellbeing outcomes.

To work flexibly from multiple locations across the city including partner venues, community locations and clients' homes. To constructively contribute to project development.

To work collaboratively as part of the Better Leeds Communities Advice Team, to deliver advice through a variety of channels in order to reach vulnerable and excluded clients – our channels include face to face, email, letter, telephone and video calling.

This post will include lone working.

This post is subject to an enhanced DBS Check.

Responsibilities

Advice Work

- Provide advice (generalist) in drop-in sessions and by appointment covering topics including welfare benefits, debt/money advice, housing, fuel poverty, consumer and employment.
- Support clients to draft or write letters and make telephone calls on their own behalf. Where necessary, act for the client completing calculations and negotiations on their behalf.
- Negotiate with third parties as appropriate, both orally and in writing.
- Actively maintain and manage a client caseload.
- Ensure income maximisation through the take up of appropriate benefits.
- Promote the work of Energy Trusts to eligible clients in need of financial assistance, and to other local groups and organizations who work within the community.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate
- Ensure that all work and recording conforms to Better Leeds Communities office standards and policies, and the AQS requirements.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation

Social Policy

- Assist with social policy work by providing information about clients' circumstances, statistical information and nature of cases.
- Ensure production of persuasive and impactful case studies.
- Assist the line manager to monitor service provision to ensure it reaches the widest possible client group

Personal Effectiveness

- To deliver the highest level of service to each and every client, aiming for a 90% satisfaction rate.
- To be able to manage complex client cases and deal with competing demands, showing effective personal resilience.
- To ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.
- To keep up to date with relevant changes in legislation, QA systems and trends in the sector.
- To support colleagues, enabling them to achieve high standards in all aspects of their work.

Professional Development

- Keep up to date with legislation, case law, policies and procedures and attend appropriate training
- Develop and continually review knowledge of citywide service provision for clients
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend supervision sessions
- Work constructively with staff and clients to encourage and facilitate client engagement in 1:1 and group activities.

Administration

- Use IT for statistical recording, record keeping and document production
- Complete project reporting on time and to a high standard
- Ensure outcome recording and distance travelled measurements are conducted consistently

Other Duties and Responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of services.
- To actively practice Motivational Interviewing Techniques and take part in quarterly reflective group coaching sessions
- Uphold the aims and principles of Better Leeds Communities, in particular the Equality and Diversity Policy.
- Abide by health and safety policies and procedures, hold responsibility for own safety and that of colleagues.
- To travel across the city as required to community venues, clients' homes (lone working) and partner sites as required.
- Maintain close liaison with relevant external agencies, and represent the service as appropriate

Person Specification: Advice Worker (Generalist)		
Quality	Desirable/ Essential	How Assessed
Experience		
A minimum of 12 months, or equivalent part-time, face to face experience of client-focused advice work in an advice setting.	Essential	Application/Interview
A minimum of 12 months experience of delivering generalist Benefits, Debt and Housing advice	Essential	Application/Interview
A minimum of 12 months' experience of managing a caseload of up to 20 clients or more	Essential	Application/Interview
Experience of working with people with mental health/ substance misuse issues.	Desirable	Application/Interview
Skill		
Effective writing skills with particular emphasis on negotiating and representing clients to 3 rd parties in writing	Essential	Application/Interview
Effective oral communication skills with particular emphasis on negotiating and representing clients to 3 rd parties	Essential	Application/Interview
Ability to work methodically within defined systems; and to maintain accurate case and statistical records using IT case management systems	Essential	Application/Interview
Good numeracy skills with the ability to carry out efficient calculations and prepare financial statements / benefit calculations for clients.	Essential	Application/Interview
Excellent computer literacy including experience of Microsoft Word, Outlook and case management systems	Essential	Application/Interview
Ability to liaise effectively within the voluntary and community sector.	Essential	Application/Interview
Ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative	Essential	Application/Interview
Commitment to working effectively as part of a team	Essential	Application/Interview
Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively	Essential	Application/Interview
Ability to monitor and maintain own standards	Essential	Application/Interview
Demonstrate an understanding of social trends and their implications for clients and service provision	Essential	Application/Interview
An understanding and commitment to work within the aims and principles of Better Leeds Communities and its equal opportunities policies	Essential	Application/Interview
An understanding of the issues involved in interviewing clients and the ability to communicate effectively and sensitively with clients	Essential	Application/Interview
Knowledge		
An up to date knowledge of legislation, case law and court procedures relevant to generalist advice work including debt/money, welfare benefits and housing advice	Essential	Application/Interview / Test
Awareness of the Community Legal Service and Advice Quality Standard	Essential	Application/Interview
Client empowerment and motivational interviewing techniques	Desirable	Application/Interview
Attitude		
Actively promotion of equal opportunities, diversity and anti-discriminatory practice.	Essential	Application/Interview
A commitment to the values of BLC.	Essential	Application/Interview
A friendly and approachable manner.	Essential	Application/Interview
A flexible approach to work and problem solving.	Essential	Application/Interview
Showing initiative and innovation in finding solutions or agencies that may help a client achieve their goals	Essential	Application/Interview
Using Motivational Interviewing to support clients set and achieve goals	Essential	Application/Interview