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| Post title: | Advice Coordinator |
| Reporting to: | Welfare Rights & Advice Team Manager |
| Salary: | £20,411.87 rising to £22,342.72 per annum after completion of a successful probation period (pro-rata based on 37 hour FTE) |
| Hours | 22.2 / 3 days a week |
| Contract type: | Temporary until 31st March 2022, with the possibility of more hours a longer-term contract dependent upon funding. |

Purpose of the role:

* To support the Welfare Rights & Advice Team Manager with the co-ordination and delivery of the work of our advice volunteers to ensure activities are carried out in a way that is customer focused, efficient, inclusive, meets quality standards and fulfils our contractual obligations.
* To support the Welfare Rights & Advice Team Manager to ensure that the provision of accessible and accurate information, advice and representation is delivered to our service users through a variety of methods and in a way that meets quality standards and our contractual requirements.
* To ensure all duties and activities undertaken in the Welfare Rights and Advice team promotes the equality, dignity and human rights of disabled people as defined through the social model of disability
* To support the Welfare Rights & Advice Team Manager with the development of our advice service offer by increasing volunteer delivery and funded work.

Principal duties:

* Contribute to the training and support of new volunteers to ensure they have the tools to work with service users independently, keeping relevant documentation up to date
* Provide day to day advice, support and guidance to volunteers as and when required
* Support the Welfare Rights and Team Manager with effective day-to-day co-ordination of advice volunteers’ work
* Working with the Service and Team Managers to review practice, discuss any concerns and identify further support and training needs for volunteers to ensure the provision of high-quality, customer-focused services
* Ensuring volunteers feel valued by providing pastoral support, including regular individual and team support sessions
* Supporting the Welfare Rights & Advice Team Manager to develop and deliver our outreach advice via venues across Norfolk.
* Supporting the Welfare Rights & Advice Team Manager by contributing to the development and implementation of policies and procedures, which affect volunteers e.g. lone working
* Supporting the Welfare Rights & Advice Team Manager to meet our contractual data reporting requirements
* Using own expertise and experience to support those delivering advice.
* Delivering advice appointments to clients as required by the demands of the service.
* Developing your knowledge and skills though attending training and events, research and self-development, and sharing knowledge with colleagues
* Supporting the Welfare Rights & Advice Team Manager to carry out regular volunteer case reviews to ensure recording of information is accurate and up to date
* Supporting the Welfare Rights & Advice Team Manager with processing of volunteer expenses and other administrative tasks relating to co-ordination of the advice volunteers.
* Supporting the Welfare Rights & Advice Team Manager to deal with customer complaints appropriately, and ensuring that our policy and procedures are adhered to
* Supporting the co-ordination and delivery of training sessions to volunteers
* Developing and delivering presentations on our information, advice and advocacy services to other organisations as required
* Working within the team and independently on developing our resources, and implementing changes and developments to the services and wider organisation
* Supporting the Welfare Rights & Advice Team Manager to gather and analyse service user feedback to help us improve our service delivery
* Undertaking office duties as required

General:

* Working within Equal Lives’ policies and procedures at all times
* Working closely with colleagues to ensure the services provided by Equal Lives are of the highest possible standards
* Facilitating the empowerment of service users and undertaking all duties guided by independent living philosophy and the social model of disability
* Taking part in appraisal, supervision, team and other meetings as required
* Participating in open days, conferences and other events as required
* Providing cover for colleagues and undertaking other appropriate duties as required

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| Person Specification: | Advice Coordinator |
| Key characteristics: | 3 – High importance  2 – Medium importance  1 – Low importance |
| An understanding of the barriers faced by disabled people, the Equality Act 2010 and Social Model of Disability | 3 |
| Commitment to equality of opportunity and empowerment of disabled people | 3 |
| Strong and proven supervision skills particularly with regard to supporting volunteers | 3 |
| Able to manage a high workload with a wide variety of tasks and responsibilities | 3 |
| Experience of working in an accredited advice service | 2 |
| The ability to provide excellent customer service | 3 |
| A motivated person with the ability to work in a fast-paced office environment with a ‘can do’ approach to work | 3 |
| Strong and proven commitment to striving for best practice in advice service delivery | 3 |
| Specialised knowledge in relevant advice fields such as welfare benefits, money management/budgeting, housing, and employment. | 2 |
| Ability to organise and manage conflicting priorities within own workload and to support the team to do this | 3 |
| Excellent inter-personal skills and relationship building skills | 3 |
| Experience in developing and delivering training to volunteers | 3 |
| Takes responsibility for own professional development | 2 |
| Significant experience of working with IT, including specialist case management software e.g. Charity Log, Office, Word and Excel | 3 |
| Experience of ‘front of house’ duties e.g. answering phones, dealing with email enquiries | 2 |
| Experience of delivering Key Performance Indicators against contractual requirements | 1 |
| Personal experience of disability | 2 |
| Presentation skills | 2 |