**Job Description**

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| **Job Title:** | **Services Advisor (Welfare Reform Support Project)** |
| **Reporting to:** | **Services Project Manager** |
| **Working Hours:** | **35 Hours per week** |
| **Salary** | **£25,480 per annum pro rata plus pension** |
| **Type / Duration:** | **31 March 2022 with likely extension** |
| **Special Circumstances:** | * Ability to be flexible and adaptable - additional hours may be necessary to meet the demands of the post (including on occasion evenings and weekends) as appropriate and/or travel within the UK (or ROI as required).
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| **Job Purpose**Empower clients by providing clear and user-friendly, telephone or face to face advice to clients on all areas of welfare reform affecting their lives. |

**Key Responsibilities**

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| **Strategy and Direction** | **Personally, contribute to the delivery of the operational implementation of the strategic plan in line with agreed outcomes.*** Contribute (as appropriate) to the development of the strategic plan and support the implementation of the operational plan.
* Provide subject matter expertise, information and/or advice for areas under remit to enable effective decision making.
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| **Represent the Organisation** | **Represent the organisation.*** Act as an ambassador and represent the organisation at appropriate external meetings, events and conferences (including members, government departments/funders etc) and co-operate with other relevant agencies as may be required.
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| **Provide Leadership** | **Provide personal leadership, engaging, supporting and working effectively with colleagues to achieve success.** * Personally, help to ensure a culture that demonstrates the values and adopting a professional approach at all times.
* Be accountable for your own performance in line with a high-performance culture and participate effectively in performance and development reviews.
* Take personal responsibility for communicating, working as a team and engaging and supporting colleagues including through times of change.
* Take personal responsibility to build strong and productive working relationships with internal and external stakeholders to promote the organisation.
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| **Service Delivery and Membership Support - Advisory Support Services as may be allocated**  |
| **Personally, contribute to ensuring the effective and efficient delivery of advice Services and related projects to clients in line with agreed outcomes as may be allocated:*** Welfare Reform and related support
* Outreach
* Online/Digital related support
* Money ,Debt and related support
* Tax and Benefits
* Historical Institute Abuse
* European Union Settlement Status

(Please note Advisors may be allocated and multi-skilled to support other areas of work depending on business needs and changing requirements within competence). **General Requirements*** Empower clients by providing clear and user-friendly subject matter information and advice on all areas under your remit to enable clients to manage/inform their decision-making on a range of money, debt and welfare related and other core advice issues.
* Adhere to agreed Advice NI advice giving processes and procedures
* Be able to provide advice through a range of on and off-line channels e.g.digital, face to face, outreach, home –visit
* Maintain comprehensive and up to date confidential case records for all clients using Advice Pro / agreed Case recording systems.
* Use effective and appropriate referral mechanisms to other internal and external services/partner agencies/members (including to enable support with applications and form filling requirements).
* Operate effective systems to gain feedback from clients.
* Provide support in conjunction with other workers including training and information sessions for appropriate groups.
* Identify and address information gaps or meet specific needs, helping to maintain, prepare and update a range of online self-help resources, articles, press-releases and other reports as required.
* Liaise with Line Manager and Communications Team on media requests and engagement
* Work with interpreters/translators following agreed processes
* Undertake information and awareness sessions as required
* Provide digital support to clients
* Know your limits and signpost and refer appropriately
* Undertake outreach support as required to provide face to face practical support to clients including support for form filling/online to enable access to benefits etc.
* Ensure that all actions from calls are complete, including preparation for interviews/reviews/support in relation to letter writing as may be appropriate.
* Refer clients to specialist Advisors, who have additional support requirements in relation to trauma, mental health and disability related matters, as required
* Ensure a sound analysis and understanding of the issues and eligibility/checking processes including time limits.
* Identify and deal appropriately with emergency and immediate intervention cases.
* Respond to any requests including consultation or presentations.
* Help in making the appropriate onward ‘warm’ handovers or signposts to other relevant support agencies.
* Undertake appropriate research and checks to look into general and more complex queries, as required.
* Identify, record and follow up social policy issues as they arise and as appropriate.
* Provide assistance to members as may be required.
* Carry out general administrative duties as required to fulfil the demands of the post such as typing, word processing, photocopying, filing and handling post
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| **Welfare Reform** | * Provide clear and user-friendly subject matter telephone advice on all areas of welfare reform; Universal Credit, PIP, supplementary payments, general benefits/income support/under/over payment queries.
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| **Online Advisory** | * Provide clear and user-friendly first line general advice (online help assistance, telephone etc) across a range of related issues to close out issue or refer for face to face consultation with an advisor..
* Process referrals from other external sources; GP, referrals from other clients, etc to members or other internal advisory teams.
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| **Money & Debt Advisors** | * Provide clear and user-friendly face to face or telephone follow up advice to the public on technical and complex areas of general debt related matters including understanding of the legislation, court and insolvency processes and related systems.
* Explore and provide a range of debt resolution options and strategies to offer clients the choice most suitable to their circumstances and needs including bankruptcy, individual voluntary arrangements and debt management plans.
* Negotiate with creditors and debt collection companies and help to deal with a range of debt related issues including secured and unsecured loans, credit cards, personal loans and bank loans. .
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| **Business Debt Advisor** | * Provide clear and user-friendly advice (either by telephone or online) on a wide range of debt, money and tax issues affecting small and medium businesses
* Explore and provide a range of debt resolution options and strategies available, including Bankruptcy, Individual Voluntary Arrangements, Debt Relief Orders and Debt Management Plans for personal debts and options for Limited Companies including Company Voluntary Arrangements, Liquidation, Administration and Strike Off.
* Negotiate with creditors and debt collection companies and deal with a range of debt, property and tax related issues and queries.
* Research any money advice related issue(s), which clients raise that the service cannot initially answer.
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| **Tax and Benefits Advisor** | * Provide (either by telephone, face to face or online) advice, support and representation to clients at interviews and reviews as required, undertaking follow-up work and administration to help them ensure they meet their tax obligations and claim the correct entitlement (Tax Credits, Child Benefits, self-assessment, funded childcare etc).
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| **Historical Institute Advisor** | * Provide clear and user-friendly advice (either by telephone, face to face or online) on a wide range of issues including benefits, housing, employment, including a holistic benefit entitlement check to ensure that the client is claiming all that they are entitled to.
* Help and assistance to locate personal, medical, institutional and family historical records, facilitating contact with Public Records Office and staff/archivists
* Deliver information on post HIA Inquiry issues
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| **EUSS Advisor** | * Provide (either by telephone, face to face or online) advice, support and representation to clients at interviews and reviews as required, completing applications and undertaking follow-up work and administration to help them ensure Settlement Status.
* Assist clients to source the relevant documentation in relation to identity, suitability, eligibility.
* Ensure appropriate checks on potential applicants’ immigration status and any other matters that could affect the outcome of their application are made and that advice on any risks is provided to them prior to application.
* Ensure specialist immigration advice is obtained for clients as required
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| **Budgets, Financial Control and Reporting** | **Support in the managing of resources effectively and efficiently.*** Help to identify, prepare and submit applications to secure appropriate sources of funding, as required, to meet the current and long-term sustainability needs of the organisation.
* Provide information if requested for progress reports and other statistical data regarding the function’s performance against agreed plans and internal targets, contracts and SLA’s/funder requirements.
* Take personal responsibility in relation to the effective and efficient utilisation of the organisation’s resources (human, physical and financial) where possible.
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| **Quality and Compliance** | **Personally, ensure your work is delivered within quality standards and compliance in line with legislation and regulations.*** Take personal responsibility to adhere to all organisational policies and procedures including Equal Opportunities and discharges its legal obligations and management of risk for the areas under your remit.
* Help assist and undertake regular quality checking processes to ensure compliance to and maintenance of relevant quality standards and to promote the brand and reputation of the organisation.
* Personally, review own work to ensure appropriate quality and compliance standards are met.
* Help assist in dealing with complaints and issues effectively to ensure their resolution and/or escalate as appropriate.
* Keep abreast of policy developments and/or other issues which have the potential to influence or impact the organisation.
* Personally, adherence to confidentiality, security and GDPR including access to records and other legal obligations.
* Personally, support efforts to drive a continuous service improvement culture in line with efficiency and effectiveness and best practice approaches across the organisation.
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| **Health and Safety** | **Wellbeing, Health and Safety.*** Take personal responsibility for your own wellbeing and help provide support to others, escalating any issues as appropriate.
* Personally, adhere to the health and safety regulations, ensuring any issues are resolved and/or brought immediately to the attention of management.
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| **Other** | * The post holder is expected to be flexible and undertake other duties within reason and competence as may be required due to changing priorities or circumstances.
* ***This job description may be subject to change in line with the changing needs and demands of the organisation.***
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JOB SPECIFICATIOIN

Services Adviser - Welfare Reform Support Project

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|  | **Essential** | **Desirable** |
| ***Education*** | Good standard of educationCompleted Adviser NI, Law Centre (WRAP) , NIACAB (ATP) or Wiseradviser training (or relevant equivalent) | Third level or degree standard |
| ***Experience*** | Demonstrable experience (paid or unpaid) of providing welfare rights advice - face to face or telephone – gained in the last 3 years | Sound knowledge of the social security system Knowledge of the welfare reform and mitigations schemes |
| ***Skills*** | Demonstrable experience of working or volunteering in a role which requires effective verbal and written communication skills.Evidence of ability to understand complex information and legislation.Case recording skills.Ability to work with figures.Ability to prioritise own workload and to use initiative regarding assisting clients.Experience of working as part of a flexible team and sharing knowledge | MS Offfice Skills (Word, Excel, Access, Outlook, Internet Explorer)Ability to communicate sensitively and effectively with Advice NI clients and other key stakeholdersResearch skills |
| ***Knowledge/******values*** | Sympathetic and non-judgemental attitude to a client’s problems..Have a commitment to the aims and principles of the service, e.g. equal opportunities. | Sound knowledge of the advice sector in Northern Ireland |
| ***Personal attributes*** | Flexible approach to working hours.Friendly and approachable manner.Ability to work on a confidential basis.Ability to work under pressure and to strict deadlines.Accuracy and attention to detail. |  |