

Citizens Advice North East Lincolnshire

JOB TITLE: Support Worker	PROJECT: Henry Smith Charity Project
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ROLE PROFILE

Job Title	Support Worker
Accountable to	Chief Executive
Location	Main Office & Outreach
Hours	37 hours per week (Between 8.30am - 4.30pm Monday to Friday)
Closing date	28th August, 2020

1. Overall Purpose of the role

Responsible to the Chief Executive and Senior Management team for the provision of practical and emotional guidance and support of clients in the local community that will enable them to access services identified as in the best interests of the client and liaise with local organisations in the provision of appropriate services and advice.

To provide guidance and support for vulnerable clients throughout the local area. Offering the clients options and supporting them in their choices. To liaise with local advice and support services to develop clear access and support routes for individuals identified as in need of support. To provide client based information to the project manager for statistical reporting and support and develop client based services. To provide awareness raising workshops and training to individuals and groups covering relevant issues.

2. Responsibilities

Advice giving

- To work alongside local agencies to identify individuals who may require signposting or referral and support to access advice and services.
- Assess clients' problem(s) using sensitive listening and questioning skills.
- Identify key information about the problem including time limits, key dates and any requirement for urgent advice or action.
- Identify and summarise the essence of the clients' problems.
- Establish what the client wants and assess and agree the next steps, taking into consideration the clients' ability to take the next step themselves, the complexity of the problem and the networks available resources and services.
- Refer or signpost clients appropriately following agreed protocols, including making arrangements and informing clients of what to expect and if necessary accompanying the client.
- Record information given during client contact and action taken during contact with the client and record in line with procedures.
- Communicate with clients in person, by email, over the phone and on social networks.

Networking

- To undertake short placements within identified and agreed local agencies/organisations to understand the range of support and services they provide and how you will refer clients to said organisations.
- To develop with support from the project manager a network of contacts, to provide support to individuals, establish referral procedures, available services and develop links with local agencies.
- To gain a greater understanding of issues affecting the community the project seeks to serve, through discussions with local organisations and through liaison with local agencies/organisations.
- To gain feedback from communities, individuals and wider partners about support and advice services to inform service improvements.
- Give presentations on aspects of social welfare law and the NLAN service provision to promote the work of the organisation and increase awareness.
- Promote the work of the work of the NLAN through the use of social networks, with the support of the project manager.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training for the provision of mentoring and networking.
- Read relevant publications.
- Prepare for and attend supervision sessions / team meetings / staff meetings / external meetings as appropriate.
- Work to challenge discrimination and inequality.

Administration

- Use IT for record keeping.
- Ensure all work conforms to the NLAN's systems and procedures.
- Ensure that work reflects and supports the NLAN's equality and diversity strategy.

Other duties and responsibilities

- Carry out financial capability training to groups of network clients around the area.
- Undertake such other duties and tasks as may lie within the scope of this post.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

3. Working Environment

Physical Demands:

- Work requiring normal physical effort with some travelling to and from outreach and community venues, may need to carry equipment to deliver information such as a laptop computer, leaflets, banner stands.

Working Conditions

- Work normally performed from home, CANEL's main office and in various community based venues and outreaches (subject to Covid-19 restrictions) which are normally heated, lit and ventilated indoor environments with client interview facilities; some areas may be exposed to external noise or outside conditions.

Covid-19 - Social distancing and safe working protocols between colleagues and clients are observed.

Work Context

- Work potentially involves some risk to personal safety of injury, illness or health problems arising from the environment or clients. Workloads will be within agreed limits.

4. Role Specification	Essential or Desirable	Assessment Method*
1. Proven ability to communicate effectively in person and in writing with individuals and with a wide variety of organisations, and to research and interpret complex information.	E	A/I
2. Ability to advocate on clients' behalf.	E	A/I
3. Ability to monitor and maintain own standards.	E	A/I
4. A good, up to date understanding of equality and diversity and its application to the provision of advice.	E	I
5. Experience in dealing with clients with a variety of complex issues on an individual basis.	E	A/I
6. Understanding of the main issues involved in assessing clients' problems.	E	I
7. Understanding of the local community and issues affecting its people and the implications of these on the clients and the provision of advice.	E	I
8. Ability to use IT systems and packages in the provision of the services outlined, including the ability to input data for record keeping and communicate via social media.	E	A
9. Interpersonal skills, including sensitive listening and questioning skills to understand the needs of others.	E	I
10. Flexibility and willingness to work as part of a team.	E	A
11. Ability to assess client needs and identify relevant options and available services.	E	I
12. Ability to work within guidelines, protocols and procedures.	E	A
13. Self-motivation and the ability to manage time effectively in order to meet targets and deadlines.	E	I
14. A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills.	E	A
15. Experience in presenting to groups of people	D	I
16. Willingness to undertake presentations, including financial capability workshops to various groups and/or individuals.	D	I