

Job Description

Advice Service: Phone Advisor

Advice, support and housing
for a better tomorrow

Post title	Phone Advisor
Hours of work	37.5 per week
Salary	£21,000
Holiday entitlement	23 days annual leave plus statutory bank holidays
Based at	Various sites across North Northamptonshire
Accountable to	Advice Services Project Lead
Direct reports	None

Purpose of the Job

Deliver a professional, impartial, pragmatic and outcome focussed advice service to beneficiaries whilst working to Accommodation Concern Quality Standards, Policies and Procedures and Regulatory Requirements.

To provide advice/casework on all areas of Housing, Welfare Benefits and Debt, meeting the requirements of the Advice Service Alliance Standard for advice case work

To provide a professional triage service for all client that approach the charity, identify and signpost to the correct advisor when case work is identified, ensuring all data is entered accurately on the Accommodation Concern Database.

Main Responsibilities

Centre:

1. Be the first point of contact for all beneficiaries contacting the organisation; by phone, email, social media or in person and ensure relevant referrals are made to the relevant advisor.
2. Identify beneficiaries needs, desired outcomes/actions, and appropriate prioritisation.
3. Provision of independent housing, homelessness, benefit, debt advice (and case work where appropriate)
4. General level advocacy and negotiation on behalf of client to other agencies/ authorities.
5. Providing telephone advice as required

6. Agree client needs and identify desired outcomes/actions.
7. To maintain the accurate recording of client contacts and feedback within statistical software packages.
8. Writing/setting case outcome inline with S.M.A.R.T Principles.
9. Work in accordance with the AQS operating model for casework management
10. Meet management performance targets.
11. To support your Line Manager to ensure that the Advice Centre remains compliant and meets all regulatory requirements eg CMA Debt centre & FCA
12. To work and liaise with other Advisors, to share information and to support best practice.
13. To refer clients to other colleagues /services to assist in meeting any identified needs and liaise and negotiate with relevant agencies.
14. Maintain a basic knowledge around issues that may be affected by homelessness, debt and welfare benefits
15. Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.
16. Provide cover for the other Advice Team members when required (may include Housing, Debt and/or Welfare Benefits Advice)

Other:

17. To prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
18. To meet defined objectives and targets relating to service delivery and specific project work.
19. To undertake a range of consultation and evaluation processes with clients as required.
20. To maintain and develop partnerships with a range of key stakeholders.
21. To undertake all relevant administrative tasks as necessary.

22. To adhere to the charity's policy and procedures, including safeguarding reporting, interventions and disclosures.
23. To attend meetings and training as necessary.
24. Undertake any other reasonable tasks as requested by your Manager.

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder

Person Specification

Full training and induction will be provided to the successful candidate.

Education & Qualifications

Essential

GSCE level or equivalent in English & Maths

Relevant computer experience/IT qualification/ Level 2 IT qualification or equivalent experience (ECDL)

Desirable

Certificated Course or qualification in:

- Advice
- Debt
- Housing
- Benefits
- Advocacy
- Customer Services

Experience

Essential

Relevant customer facing experience

Experience of working with individuals facing poverty and/or with dysfunctional lifestyles

Experience of working effectively in partnership with a range of stakeholders

Experience of giving advice/guidance

Experience of displaying patience and the ability to remain calm in stressful situations

Experience of having to be thorough and pay attention to detail

Desirable

Experience of working in an advice setting

Third sector experience

Experience within one or more of the following:

- housing or homelessness services
- debt services
- advice services
- anti-poverty services

Knowledge and Understanding

Essential

Knowledge and abilities in using Microsoft Office packages

Knowledge of money advice issues, quality of advice and FCA regulatory requirements

Knowledge and understanding of the issues which affect the lives of disadvantaged adults.

Understanding of the principles of advocacy and the role of an advocate in promoting people's rights

Desirable

Knowledge and ability to use Advice Pro database

An understanding of how debt advice services run

Knowledge of local networks and resources in Kettering/North Northants

A knowledge of AQS and how it impacts the delivery of Advice.

Aptitudes and skills

Essential

Ability to identify key issue that beneficiary presents with from complex information

Ability to understand complex information and convey it in a way that is understandable to clients

Ability to promote empowerment with adults at all time and encourage beneficiaries to accept their responsibilities

Ability to engage, build and develop relationships with adults who are; living in poverty; disadvantaged; homeless; and or ex-offenders

Ability to proactively contribute towards positive outcomes for disadvantaged communities including;

- increased confidence;
- protective behaviours,
- improved wellbeing;
- increased transferable life skills and knowledge;
- increased community volunteering

Ability to prioritise tasks, identify and work to deadlines and manage time effectively

Ability to promote empowerment with adults at all time and encourage clients to accept their responsibilities

Ability to work independently and within a team whilst working professionally, innovatively and diligently

Evidence of a successful track record of achievement against targets

Commitment and understanding of confidentiality

Have attention to detail with high standards to work

Personal Attributes

Essential

Professional and value led with integrity, inclusivity and respect for diversity

Excellent organisational and time management skills

Possess self-discipline

Exhibit professionalism and integrity

Ability to work flexible hours including evenings and weekends (as required by the service)

Proven track record of negotiation and problem solving

Commitment to equal opportunities and anti-oppressive practice

Excellent communication skills

To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic

Professional curiosity with the ability and willingness to learn and apply learning in support delivery

Ability to challenge the status quo and influence others to change culture

Ability to work across the area to meet service delivery demands when required

To have a sense of humour, be personable and accept that things won't go as you think