



Generalist Outreach Adviser

Post: Outreach adviser

Salary: Scale 6 (£34,271 to £36 366 pa depending experience) pro rata

Hours: 21 hours per week

Responsible to: Advice Service Supervisor and Advice Service Manager

Responsible for: Outreach services in surgeries and referrals originating from health settings

About Island Advice Centre

We are an independent advice centre whose mission is to alleviate local residents poverty through the provision of welfare rights advice. Our team is committed to address inequalities by supporting local residents accessing their rights in regard to housing, social welfare benefit and money advice.

About the Role

This is an exciting opportunity to make a real difference to residents most affected by health inequities caused by social welfare issues.

It is an interesting and varied role which would suit someone who enjoys advocating on behalf of vulnerable clients.

As an outreach adviser you will be the first point of contact for clients facing financial hardship, housing problems and welfare benefits issues.

You will see client in local GP surgeries and vulnerable residents referred to our services from health settings organisations.

The role is to provide advice, guidance and support in regard to benefit entitlements, housing rights and debt matter. You will have the opportunity to advocate on behalf clients and carry out casework in view of alleviating financial hardship.

About You

Our ideal candidate has a willingness to address inequalities and strong empathy when supporting people who may be vulnerable, in distress or in crisis, and a willingness to learn and develop skills to provide practical long-term solutions in social welfare areas.

You'll be empathic and understand the complexities of client need. You'll be able to work calmly and productively under pressure, keeping to deadlines, and demonstrating good decision-making skills, with a willingness to learn and work as part of a team.

What We Offer

Our benefits include:

- 25 days holiday, plus statutory bank holidays (pro rata)
- 8% employer contribution to pension scheme
- Training and development opportunity



Job Description & Person Specification

Aims of the Role

The post holder will be delivering advice to patients in GPS surgeries or referred to our services from advice in health settings under TH Connect contract.

Job Description – Duties

Advice Provision

- To deliver a minimum of 3 outreach sessions in local GPS to provide generalist advice in health setting in the borough through TH Connect partnership,
- To make appropriate referrals to other services within Island Advice or externally to best meet the needs/capabilities of clients
- To provide advice to clients referred to our organisation from health settings
- To maintain appropriate records, collect and record statistical information, client evaluations/outcomes and provide case studies as required for monitoring, fundraising and reporting requirements
- To be responsible for own administration and use Advice Pro for statistical monitoring, case recording etc
- To attend training courses and read appropriate publications to ensure a current understanding and expertise in the relevant area of advice work is kept up to date
- To attend team and supervision meetings, advice forums and share in the development of the centre's advice service as and when required
- To read appropriate publications and attend trainings, to ensure an up to date understanding in social welfare matters
- To provide cover for other outreach if required
- To demonstrate a commitment to equal opportunities
- To adhere to IAC internal policies, in particular confidentiality and equal opportunities and to challenge negative attitudes and practice related to race, class, gender, sexuality, disability, or religion.



Person Specification

Essential

- At least 12 months equivalent recent experience of providing generalist advice
- Ability to carry out administrative duties relevant to casework
- Ability work with minimum supervision
- Experience of using computerised case recording and monitoring systems
- To be flexible with regards to working hours/days and place of work
- A willingness to carry out training to maintain and increase current advice knowledge
- A commitment to applying Equal Opportunities issues in the workplace.
- A high standard of literacy and numeracy
- Experience of disseminating complex information in a clear and accessible manner, both orally and in writing.
- Experience of organising and prioritising work to meet deadlines

Desirable

- Locally relevant second language
- Experience in WR/debt/housing casework
- A knowledge of Tower Hamlets local authority departments and policies (allocations, benefit section, revenue services...)
- Experience of using Advice Pro