



Brent Irish Advisory Service

JOB DESCRIPTION

- Title:** Community Advocacy Worker
Full and Part time position available (2 posts)
- Responsible to:** Director/Advice Manager
- Hours:** (1) 14 hours p/t and (1) full time 35 hrs weekly.
Position(s) include occasional evening or weekend work.
- Salary:** £20,000 - £22,000 (pro rata based on FT post) depending on experience and qualifications.
- Based:** 379-381 High Road, Willesden, NW10 2JR + other locations required for service delivery within the London borough of Brent.
- Contract:** 9-12 months part time post
12 months (FT post maternity Leave cover)
- Please Note:** Satisfactory enhanced level Disclosure will be required.

JOB PURPOSE

BIAS has supported London's largest Irish Community in Brent for over forty years. We deliver our support through our welfare advice drop-in service and through our Active Ageing Thursday Club.

We would like to appointment a dynamic, enthusiastic person to provide a hands-on approach in the delivery of BIAS frontline services. Your role will involve contributing and taking the lead on the running of day-to-day services. Key to your role will be your involvement and contribution towards the growth and development of these services. You will need to have strong people skills (working with staff, volunteers and clients), and excellent organisational abilities. You will be required to manage an active case load, ensuring cases are appropriately actioned and recorded while ensuring tasks and deadlines are consistently achieved. BIAS actively encourages and supports volunteers in the delivery of our services. This role is subject to funding and is reviewed on an annual basis.

KEY WORK AREAS AND MAIN DUTIES

- To work with the Advice Manager supporting the delivery of high quality AQS services and projects (welfare advice drop in and active ageing Thursday Club).
- Contribute to the delivery of advice services ensuring that appropriate advice and support is provided and casework deadlines are met.
- Contribute to monitoring service delivery, recording outcomes and ensuring efficient allocation of resources. Signpost clients to other services as and when necessary
- Work with the BIAS MGMT as required on operational matters including the planning and future direction.
- Maintain and support the development of pensioner services across Brent introducing a range of social and health related activities.

GENERAL

- Maintain confidentiality and professional boundaries at all times.
- Maintain accurate and appropriate records of all client work as needed.
- Provide cover during annual leave or staff sickness for all projects (week days, occasional evening/weekend work).
- To carry out administrative tasks associated with the duties of the post and other duties as required by the Director/Advice Manager.
- Attend regular reviews and supervision.
- Willing to undertake training and professional development as required.
- Work within agreed budgets.
- Maintain an awareness of policy changes and good practice.
- Maintain and develop Community information resources available for people to access services

PROJECT DEVELOPMENT and PARTNERSHIP WORK

- In conjunction with BIAS Management contribute to representing BIAS in promoting its work within Brent and the wider Irish Community in London

DIVERSITY & EQUAL OPPORTUNITIES

- Ensure compliance with the organisation's equal opportunities policy and actively promote equal opportunities and diversity within your role.

VOLUNTEER SUPPORT

- BIAS actively encourage volunteers in the delivery of projects and services and to contribute to a supportive environment.

These are the normal duties which the employer will require from you at the date of your employment. However, it is necessary for all staff to be flexible in this respect and all employees may be required from time to time to perform other duties which are required for the efficient running of the organisation.

PERSON SPECIFICATION

This lists the skills, experience, knowledge, and abilities needed for this post.

Please make sure that you refer to these in your supporting statement.

A=Application I = Interview D=Desirable

PERSON SPECIFICATION – Community Advocacy Worker

Essential criteria	Method of assessment
A minimum of 12 months experience in front line service delivery in a Community or Statutory setting providing advice and advocacy to vulnerable people.	A
Ability to manage an active casework providing appropriate support on a range of areas (including welfare and housing areas)	A/I
Excellent verbal and written communication skills. Ability to communicate effectively at all levels and to build good working relationships.	A/I
Excellent organisational skills and experience of working to deadlines whilst coping with competing priorities and ensuring case work deadline are met.	A
IT - Good working knowledge of Microsoft Office, including Word, Excel, PowerPoint, Outlook and the internet.	A / I
Demonstrable understanding of Advice Quality standards and contributing to maintain AQS.	A / I
The ability to demonstrate patience, understanding and empathy to staff, clients, family members and volunteers.	A / I
Ability to contribute or take the lead on running day to day services with minimum guidance where necessary.	I
Willingness to undertake and gain necessary qualifications in relation to specific services.	A
Experience of working co-operatively and effectively as part of a team as well as using personal initiative.	A / I
Committed to the implementation of an equal opportunities policy.	A / I
Maintain and develop community resource information to support clients in access appropriate services.	A / I
Desirable criteria	
An understanding and awareness of the needs of the Irish Community and statutory and voluntary sector provision available.	A/I
A confident and out going manner with ability to relate to clients accessing our services from the welfare and active Ageing projects.	A/I
Evidence of working collaboratively with partners to benefit clients	
Educational standards "O" level equivalent or evidence of continued Professional Development.	A/I