**Job description for Advice Worker**

£27,000 pa (pro rata)

Part time, 14 hours per week

1 year contract (possibility that this may be extended, subject to funding)

CommUNITY Barnet are seeking to recruit an enthusiastic and dynamic Advice Worker to join our existing Enfield Connections team to help deliver an exciting programme in the borough of Enfield.

Enfield Connections is an information and advice service aimed at adults either in receipt of adult social care or at risk of requiring social care to enable them to stay well and independent for as long as possible within their own homes.

**About the Role:**

You will have the opportunity to work on this innovative project providing information and advice to the most vulnerable residents in Enfield on a wide range of subjects, including welfare benefits, housing, health, community care, and local services. This will be delivered face to face at our advice Hubs and via our Telephone Advice Line.

You will have experience of working as part of a team and be able to work independently with strong organisational and communication skills.

Summary of Duties:

1. Respond to enquiries, providing high quality information and advice across multiple channels including face to face, telephone and email
2. Explore client needs, identify any options and follow up actions
3. Perform benefit checks, identifying entitlement to benefits
4. Support clients with forms and applications for benefits, housing applications and other matters, e.g. Blue Badge
5. Determine from assessment at advice interview, whether a foodbank referral is required
6. Signposting or referring clients on to other specialist agencies, as appropriate
7. Complete case records and follow up actions on our confidential database
8. Collect and report monitoring information
9. Liaise with external partner agencies in order to promote, develop and deliver the service
10. Deliver outreach work and support events as required

**About You:**

The ideal candidate will have experience of providing telephone and face to face information and advice to the general public, and meet the following criteria

* experience of working with vulnerable people including adults with disabilities, and individuals who are either homeless or at risk of becoming homeless
* experience of working with statutory (NHS, Local Authority, DWP etc.) & voluntary sector organisations is also desirable
* knowledge of local services in Enfield would be useful, but not essential, as this can be learnt on the job
* a willingness to keep up to date with relevant developments in the information areas to ensure that the client receives the most up to date support and advice
* strong communication skills with an ability to relate to people at all levels and from a variety of cultural backgrounds and those who may be vulnerable or distressed
* ability to organise your own work to ensure that priorities and deadlines are met
* strong numeracy skills
* ability to write clear, concise, and comprehensive case notes and letters
* excellent IT skills particularly Microsoft word, email, Internet

**Other requirements**

1. An enhanced criminal records bureau check will be required in this post
2. A flexible approach to travel between sites, as required.

We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates