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| Job title: | Advice and Support Worker |
| Funded by: | Local Authority funding and private grants |
| Responsible To: | Senior Advice and Support Worker |
| Responsible for: | Not Applicable |
| Location: | Easton Community Centre, Kilburn Street, Bristol, BS5 6AW |
| Purpose of Job: | <p>To work as a part of a team delivering the services of Brigstowe, specifically to:</p> <ol style="list-style-type: none">1. Provide information, advice and support to clients.2. Contribute to service development and continued funding3. Encourage, facilitate and support client involvement in Brigstowe, local and national events4. Take the lead in one of Brigstowe's geographical operating areas and funder relationships, as directed by the Senior Advice Worker5. General duties as outlined below |

Main Tasks:

1 Provide information, advice and support to clients

- 1.1 Provide, in accordance with the Advice Quality Standard, a free, confidential and impartial information, advice and casework service in welfare benefits, housing and homelessness, community care and health.
- 1.2 Deliver a flexible service, via zoom, telephone and e-mail. Offering face to face meetings at the office, within the community, home visits and where appropriate, accompanying clients to appointments.
- 1.3 Undertake needs and risk assessments and provide comprehensive advice and support services for people who may have complex physical health,

- mental health, alcohol and drug support needs, working in liaison with specialist agencies, statutory providers and other agencies.
- 1.4 Provide resettlement support, assisting clients in moving and establishing themselves in a new home and community. This may include accessing grants, claiming benefits, acquiring furniture, setting up financial agreements with providers.
 - 1.5 Liaise with landlords and other professionals, as necessary, to assist clients to establish and maintain their tenancy and assist as necessary in arranging repairs and maintenance.
 - 1.6 Recognise client's strengths, abilities and skills and seek to maximise their development towards achieving independence.
 - 1.7 Provide the individual support needed to each client including advice, advocacy, general counselling and emotional support and accompanying people to relevant agencies.
 - 1.8 Assist in building links with community facilities to enable clients from diverse cultural backgrounds and minority groups to access support and opportunities.
 - 1.9 Enable clients to engage with opportunities for meaningful occupation through other agencies and community facilities, enabling people to develop peer support networks and access to training, education and future employment where this meets the goals jointly identified in the support plan.
 - 1.10 Assist clients to access and secure funding from grant making trusts when appropriate.
 - 1.11 Facilitate Clients in the use of IT to be able to access their entitlements.
 - 1.12 Maintain case records of contact with clients, and comply with other monitoring requirements.

2 Service Development

- 2.1 Contribute to the development and review of policies, procedures and new initiatives, both within the Advice and Support Service and wider organisation.
- 2.2 Contribute to the development of the Advice and Support service and it's continued funding
- 2.3 Promote the service to agencies in the community and participate in partnership agency network meetings. Attend events, such as, World Aids Day.

2.4 Form, build and develop positive relationships with partner agencies

3. Client Involvement

Encourage client involvement in Brigstowe. To include:

- Providing opportunities for people to participate within our All In programme of events
- Involvement in the evaluation and development of services within Brigstowe.
- Participating within the organisation through volunteering or employment opportunities

4. Take the lead in one geographical operating areas and funding relationships

- 4.1 To take responsibility for a specified geographical operating area including: familiarisation with services available to clients; representing Brigstowe at networking meetings; building relationships with commissioners; and fulfilling reporting and other service requirements.
- 4.2 To write regular monitoring reports for funders.

5. General

- 5.1 To work alongside other staff to carry out appropriate administrative tasks (e.g. word processing, filing) in support of his/her own work and the teams. Maintain an effective monitoring system of clients and outcomes relating to the service.
- 5.2 To participate in regular supervision, staff meetings, staff training and development events and undertake training opportunities in order to carry out the task of your post in the most effective manner.
- 5.3 At all times to carry out responsibilities within the framework of Brigstowe's policies and procedures.
- 5.4 Safeguard at all times confidentiality of information relating to staff, volunteers and service users. Ensure that all personal data is held in accordance with General Data Protection Regulations.
- 5.5 Work towards promoting equal opportunities and valuing diversity in relation to everyone you have contact including clients, colleagues, volunteers and other professionals.

- 5.6 In line with Brigstowe Policies and local authority Adult and Children's Safeguarding Boards ensure that clients and volunteers are safeguarded by recognising, responding and reporting any concerns of abuse or neglect.
- 5.7 Be a good team player and work constructively with colleagues, and Trustees in all aspects of your work.
- 5.8 Safety: to take responsibility for ensuring own safety, in line with statutory requirements.
- 5.9 To be prepared to work evenings and weekends as the role requires e.g. some Peer Mentors may be in full-time employment.
- 5.10 To undertake any other duties which may reasonably fall within the scope of the post.

Person Specification

| Criteria | Essential | Desirable | How Assessed |
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| Experience/Skills | | | |
| Minimum of two year's recent full-time experience (or equivalent part-time) of delivering advice and information to people with diverse needs and backgrounds in a relevant social welfare context, to include welfare benefits, homelessness and housing. | ✓ | | Application, Interview |
| An understanding of supporting people with complex needs including mental health difficulties, drug & alcohol misuse and those in crisis. | ✓ | | Application, Interview |
| Experience and understanding of diversity and the ability to work with people from a range of different cultures. | ✓ | | Application, Interview |
| An ability to absorb complex written information and communicate it effectively and sensitively. | ✓ | | Application, Interview |
| An understanding of what makes a good quality advice service and a commitment to providing a confidential, client focused service. | ✓ | | Application, Interview |
| Experience of working in partnership with a variety of agencies and statutory bodies. | ✓ | | Application, Interview |
| Clear organisational skills and the ability to prioritise. | ✓ | | Application, Interview |
| Highly resilient, self-motivated, flexible and achievement focused. Able to work well independently and in a team. | ✓ | | Application, Interview |
| Computer literacy – particularly familiarity with word-processing, spreadsheets and databases. | ✓ | | Application, Interview |
| Insight into the needs, concerns, experiences and hopes of people living with HIV. | | ✓ | Application, Interview |
| Evidence of an understanding of the voluntary sector. | | ✓ | Application, Interview |

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| Knowledge/qualifications | | | |
| An understanding of monitoring & evaluation | ✓ | | Application, Interview |
| Knowledge of housing legislation, tenancy rights and welfare rights. | ✓ | | Application, Interview |
| Housing Qualification | | ✓ | Application |
| Advice Qualification | | ✓ | Application |
| Counselling | | ✓ | Application |
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| Personal Attributes | | | |
| A commitment to working within Brigstowe's service delivery ethos of respect, empowerment and inclusion | ✓ | | Application, Interview |
| A commitment to being non-judgmental, embracing diversity and challenging stigma and discrimination of all kinds. | ✓ | | Application, Interview |
| A commitment to identifying problems and finding solutions by reflecting on professional practice with the aim of continuous development | ✓ | | Application, Interview |
| Willingness and ability to carry out all tasks in line Brigstowe policies and to uphold these at all times | ✓ | | Application, Interview |
| Ability to travel, both locally and nationally, to attend client meetings, training, conferences and any other meetings required and relevant to the role. This may involve taking clients to/from meetings. | ✓ | | Application, Interview |