



Community Advice Worker

Hours: 18.5 hours a week

Salary: £21,653 (pro rata)

Peasholme Charity delivers support services to vulnerable people in York. This post, funded by the City of York Council Financial Inclusion Steering Group and Joseph Rowntree Housing Trust York Committee, provide an advice service within York Foodbank Venues.

The successful candidate will work with York Foodbank to provide an advice service that addresses crisis situations faced by individuals and families accessing Foodbanks. They will be expected to work their hours flexibly while delivering core hours on Monday, Wednesday and Friday to correspond with Foodbank sessions. Experience of supporting vulnerable people is essential for this role.

An enhanced DBS check is applicable for this post.

Application packs are available to download from Peasholme Charity website
www.peasholmecharity.org.uk

Closing date for applications: Monday 18th March 2019

Interview date: Tuesday 26th March 2019

Community Advice Worker

Job Description



Salary: £21,653 pro rata
Base: 25 Micklegate YO1 6JH
Responsible to: Charity Manager and Board of Trustees

Key Objectives

- Deliver key objectives of the Community Advice Service.
- Work with York Foodbanks volunteers to identify and provide support that can provide relief to poverty and hardship faced individuals in crisis.
- Provide follow up support options for individuals in crisis including developing support plans that can support clients to make positive changes in their daily lives.
- Work alongside the Charity Manager to identify development opportunities that can support the long-term sustainability of the service.
- Work with individuals and stakeholders to ensure people are positively engaged with the project.
- Contribute to the promotion of Peasholme Charity and its services in a variety of ways, including social media.
- Monitor individual progress, using organisational tools, against the projects stated aims and provide accurate monitoring information to the Charity Manager at regular intervals.
- Contribute to the development of high-quality support services for vulnerable people in York.

Responsibilities

Client Support

1. Work alongside Foodbank volunteers to raise awareness of the service and its benefits of the service in the prevention of crisis situations.
2. Provide an initial assessment that identifies imminent crisis situations, identify resources that can provide immediate relief while developing plans to alleviate long term crisis.
3. Deliver support activities flexibly including supporting clients to access other agencies, attending meetings with clients, signposting to specialist services, accessing financial and practical support that can alleviate need.

Partnership Work

1. Work alongside York Foodbank volunteer to ensure the delivery of a high-quality support service.
2. Develop effective relationships with a range of partners and key stakeholders that support the delivery of an effective support service.
3. Positively promote the organisation within wider networks and multi-agency settings.
4. When required attend multi agency meetings and engage with shared support planning.

General

1. Maintain adequate records of all work in the required form, including delivering all monitoring requirements of specified funders.
2. Participate in supervision and appraisal. Actively contribute to the creation of a professional development plan and undertake training relevant to the post.
3. Keep up to date with changes in legislation, local and national strategies, and good practise relating to the support of vulnerable and excluded people, including rough sleepers and homeless people.
4. Actively promote and have a commitment to Diversity and Equality and respect the rights of staff and clients in keeping with the Peasholme Charity's policy.
5. Work to promote a 'safe culture' within Peasholme Charity and partner services and actively commit to the Charity's zero tolerance of abuse. Ensure that all safeguarding issues are dealt with in line with the Peasholme Charity's Policy.
6. Any other duties commensurate with the post and as required by the Charity Manager or Board of Trustees.

Community Advice Worker competencies

Personal Contribution	
knowledge and experience	Can apply knowledge and experience in a flexible way and in novel situations
personal effectiveness	Motivated, reliable, flexible, responsible, non-judgemental and open minded, ability to follow direction
organisation and delivery of results	Takes responsibility for organising own work effectively and delivering results, ability to work to personal and organisational targets, ability to work in an effective way within organisational ethos
proactivity and initiative	Recognising the need for action without being told, ability to work effectively within organisational policies to further support clients
creativity and innovation	Ability to source and develop new ideas. Ability to practically implement new ideas to solve problems and bring about improvements to services and resources
problem solving and decision making	Ability to use logical processes for problem solving and decision making, using a solution focused approach to client support and risk management
recording client information	Ability to write factual information, use assessment and planning tools, and write reports in a clear and concise manner.
self – development	Ability to identify personal learning and development needs and planning ways of meeting these, ability to recognise the need for self-development within the 'Community Advice Worker' role

Working with others	
communication	Written and oral information is concise and accurate, work within the organisational sharing of information and confidentiality policy, communicate information in a non-judgemental manner
managing self and relationship with others	Develops and maintains positive working relationships, based on self-awareness and openness to making personal contributions, takes personal responsibility for own role within the team, works to the ethos of the organisation
team working and co-operation	Committed and reliable member of the team and understand the impact of the role on others, flexibility and willing to work for the better of the whole organisation
negotiating and influencing	Uses a range of methods for persuasion and achieves positive results, works to challenge negative practise and attitude within the organisation, actively promotes positive good practise within the organisation. Challenge behaviour that may lead to discrimination or exclusion of any individual or group, ability to apply the principles of equality and diversity.

Organisational contribution	
client focus	Focused on the aspirations and needs of clients, ability to negotiate individual support reflecting these aspirations and needs. Ability to work in an inclusive manner ensuring access to services for all clients.
building effective external relationships	Ability to build up and maintain a network of external contacts who can help achieve organisational goals, work in a professional manner which promotes the organisation in a positive way, communicate with external organisations in a manner that builds on the reputation of the Peasholme Charity.
developing excellence within service delivery	Engages and contributes to the development of the organisation, committed to the delivery of an excellent service to clients, and the promotion of good working practises within the team
managing and using systems	Uses and contributes to organisational systems accurately and efficiently, works within policies and procedures of the organisation, makes appropriate use of supervision and appraisals
using IT	The ability to use IT systems to support the achievement of personal and collective goals. An understanding of how social media can support the work of the organisation. Willingness to undertake training in this area.



Community Advice Worker PERSON SPECIFICATION

We require that the post holder be able to demonstrate the following competencies to a high level and use them to the full in their working practise. As part of the recruitment process, we will be looking for evidence of the following core competencies.

Please see ‘Community Advice Worker’ competencies sheet for further detail

<ul style="list-style-type: none">➤ Knowledge and experience➤ Personal effectiveness➤ Organisation and delivery of results➤ Proactivity and initiative➤ Creativity and innovation➤ Problem solving and decision making➤ Recording client information➤ Self-development➤ Communication	<ul style="list-style-type: none">➤ Managing self and relationship with others➤ Team working and co-operation➤ Negotiating and influencing➤ Client focus➤ Building effective external relationships➤ Developing excellence within service delivery➤ Maintaining and using systems➤ Using IT
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We require you to use the application form to demonstrate your capabilities in relation to each of the criteria below. We request that you use the application form to provide your evidence following the points in number order.

(Please use the information in the ‘Community Advice Worker’ competencies sheet as an aid to thinking about evidence for each area).

1. Previous experience

- 1.1 Developing positive working relationships and building immediate rapport with vulnerable and excluded people, including individuals in crisis.
- 1.2 Working alongside volunteers to deliver a service that can alleviate hardship faced by clients accessing support through local Foodbanks.
- 1.3 Providing advice and information that can prevent the escalation of crisis situations including information related to housing and homelessness prevention and / or the welfare benefits system.

2. Specialist knowledge and Job requirements

- 2.1 Knowledge and information regarding the welfare benefits system and an awareness of the impact of bureaucracy on vulnerable and excluded people.
- 2.2 Awareness of your personal impact on vulnerable and excluded people in crisis and the ability to work flexibly to maximise your chances of achieving positive outcomes.
- 2.3 Awareness of the impact of poverty and financial hardship on individuals and families.
- 2.4 Awareness of the services currently available to support people experiencing poverty and related crisis'.
- 2.5 Ability to maintain enthusiasm for a high level of contact with individuals on a day-to-day basis.
- 2.6 Understanding of the need to empower and motivate individuals to make positive changes in their lives.
- 2.7 Ability to engage and motivate in a supported process of change
- 2.8 Understanding of some kinds of challenging behaviour that individuals may demonstrate and awareness of basic strategies for dealing with challenging behaviour.
- 2.9 Understanding of confidentiality and its application within a supportive environment.
- 2.10 Understanding of professional boundaries.

3. Additional Requirements

- 3.1 Understanding and commitment to Equality and Diversity as it applies to a supportive environment and the workplace.
- 3.2 Familiarity with IT applications and basic keyboard skills.
- 3.3 Willingness to work flexibly in response to changing organisational requirements.
- 3.4 Ability to be effective while working independently and as part of a small team.
- 3.5 Ability to work independently whilst maintaining responsibility to Peasholme Charity and following the direction of line management.