

Agnes Smith Advice Centre

96 Blackbird Leys Road, Blackbird Leys, Oxford, OX4 6HS

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Job Description

Job title	Adviser
Hours	Part-time, 17.5 hours per week
Salary	£32,076 to £33,945 per annum, pro rata, dependent on skills and experience (pay rise pending)
Contract type	One year contract with possibility of extension, subject to successful continuation fundraising
Location	Agnes Smith Advice Centre, Oxford Outreach locations in the OX4 area, as required Some home working may be possible by negotiation
About Agnes Smith Advice Centre We provide high quality welfare benefits, debt and housing advice to residents of Blackbird Leys / Greater Leys in Oxford, and others in the OX4 postcode area. We believe everyone deserves a decent quality of life, and we work alongside our clients to help make that a reality.	
Role purpose To give welfare benefits, money and housing advice and carry out casework with clients.	
Key tasks Advice work <ul style="list-style-type: none">• Provide advice drawing on knowledge and experience of welfare benefits, money advice and housing.• Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.• Use information sources to find, interpret and communicate the relevant information.• Research and explore options and implications so that clients can make informed decisions.• Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.• Negotiate with third parties such as statutory and non-statutory bodies as appropriate.• Refer internally or to other specialist agencies as appropriate.• Ensure that all work conforms to the centre's office manual, the Advice Quality Standard, and funding requirements, as appropriate.• Ensure that work reflects and supports the centre's equality and diversity strategy.• Ensure that all work is in line with the centre's safeguarding policy and procedures.• Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. Social policy <ul style="list-style-type: none">• Assist with social policy work by providing information about clients' circumstances through the appropriate channel.• Alert clients to social policy options, such as referral to their MP.	



Registered Name Blackbird Leys Neighbourhood Support Scheme Limited
A Company Limited by Guarantee and Registered in England & Wales Reg No: 2662382
Registered Charity Reg No: 1050456
Grant Aided by Oxford City Council

Professional development

- Keep up to date with legislation, policies and procedures, undertake appropriate training and read relevant publications.
- Complete the required training to comply with quality assurance processes.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions, team meetings and away days as appropriate.

Administration

- Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and document production.
- Ensure that all work conforms to the centre's systems and procedures.
- Provide statistical information on the number of clients and nature of cases.

Other duties and responsibilities

- Demonstrate commitment to the aims and policies of the centre.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Person specification

Skills and experience

- Knowledge and experience of welfare benefits, money and housing advice (desirable).
- Understanding of the issues affecting society and their implications for clients and service provision.
- Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
- Effective written and oral communication skills.
- Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
- Good numeracy skills to the level required in the tasks.
- Ability to understand statistics and check accuracy of calculations.
- Ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production.
- A sound understanding of equality and diversity and its application to the provision of advice.
- Ability to commit to and work according to the Centre's safeguarding policy and procedures.

Personal qualities

- Ability to commit to and work with the aims, principles and policies of the centre.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Ability and willingness to work as part of a team.
- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.

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