**Job Description**

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| **Job title** | Adviser |
| **Hours** | Part-time, 14 hours per week |
| **Salary** | £33,366 to £35,235 per annum, pro rata,  dependent on skills and experience |
| **Contract type** | Permanent |
| **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**   * 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**   * 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.   **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 / or housing advice. * 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. | |
| **Version:** 16 January 2025 | |