**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, OxfordOutreach locations in the OX4 area, as requiredSome 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.
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| **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.
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| **Version:** 16 January 2025 |