JOB DESCRIPTION

POST: Information and Advice Worker

LOCATION: Cheltenham

RESPONSIBLE TO: Service Co-ordinator (or nominee)

DBS CHECK: This post is subject to Adult Workforce Regulations

JOB PURPOSE:

To improve the lives of people using our services by providing advice, guidance and information and being the first point of contact for people. This will include being a point of contact with partnership agencies to ensure effective liaison arrangements with respect to individual support are continued and enhanced.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Provide impartial, unbiased and up to date information, advice, support and guidance to clients across key locations.
- Working on an outreach basis and at the service base, workers will develop partnerships with local organisations ensuring clients receive a wide range of advice and guidance.
- To prioritise referrals and ensure all contacts are signposted or referred to appropriate staff for assessment.
- To provide advice, guidance and prompt, high quality responses to all enquiries.
- To use knowledge, skills and initiative to obtain comprehensive detail from referrers.
- To deliver a customer focussed service.
- To ensure that referrals are progressed quickly and efficiently.
- To develop and maintain an information and advice records

- To maintain an up to date online and office resource base of community based service provision in the area.

- To liaise on a regular basis with colleagues to share best practice and provide a coherent network of information and advice.

- To contribute to the effective coordination and developing of new local drop-in services where information, advice and support can be offered.

- To maintain accurate records in accordance with P3's quality standards for information and guidance.

- Produce timely and accurate reports for internal and external audience.

- To liaise and co-operate on a regular basis with the entire staff team and other agencies.

- To develop and maintain appropriate contacts in the local community.

- To provide other agencies with accurate information regarding the service's objectives.

- To fully participate in the development and operation of new systems, programmes and initiatives.

- To fully participate in systems of quality assurance, performance indicators and outcomes.

- To provide verbal and written reports to the Service Coordinator and Associate Director as required.

- To promote and market a positive image of the service and organisation.

- To assist in the development of all necessary literature for the service.

- To ensure good communication between all staff members, other agencies and with clients.

- To carry a reduced client caseload as required to meet the needs of the service.

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment.

- To attend staff meetings and any other meetings that will be beneficial to the work of the service.

QUALITY

- Deal with complaints in accordance with P3's agreed procedures.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

- Must hold a full United Kingdom Driving licence and have access to a vehicle

P3
PERSON SPECIFICATION
INFORMATION AND ADVICE WORKER

	Essential	Desirable
Values Must be able to demonstrate the following values; • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights	✓ ✓ ✓ ✓ ✓	
Experience • It is **essential** that you are able to demonstrate experience of one of the following: • At least one years professional experience of working with vulnerable adults OR • Some relevant personal experience OR • At least three years experience of providing care and/or support services within another social care setting.	✓ ✓ ✓	
Knowledge and Understanding • Must have a sound understanding of the needs of people who use our services • Knowledge of issues surrounding alcohol and substance misuse • Knowledge of benefits system • Knowledge and understanding of housing provision • Knowledge and understanding of external partner agencies • Good understanding of computers	✓ ✓ ✓	 ✓ ✓ ✓

Skills and Abilities • Able to work on own initiative	✓	
• Able to work as an integral member of a team	✓	
• Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies	✓	
• Must demonstrate effective interpersonal and communication skills	✓	
• Ability to empathise and communicate effectively with the people who use our services.	✓	
• Must have ability to maintain accurate client records	✓	
• Must be able to respond flexibly to the needs of clients	✓	
• Ability to use database systems and produce quality documents using a computer	✓	
• Must hold a United Kingdom Driving Licence and access to a vehicle	✓	
Qualifications • NVQ/QCF Level 2 or 3 in a social care field		✓
• There must be substantial evidence of commitment to personal and career development relevant to the post.	✓	