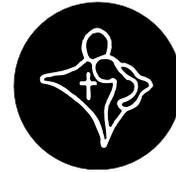


JOB DESCRIPTION



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|--------------------------------|--|
| JOB TITLE: | Outreach Advice Worker |
| RESPONSIBLE TO: | Trustees of CARIS Haringey |
| PROFESSIONALLY ACCOUNTABLE TO: | Director |
| SUPERVISION FROM: | Senior Advice Worker |
| PURPOSE OF POST: | <ul style="list-style-type: none">• To provide homeless families with an efficient and comprehensive advice service on housing, welfare rights and immigration• To ensure that families have access to voluntary and statutory service provision within the borough of Haringey and to all of CARIS' services.• To ensure the advice and information service is provided in accordance with the AQS (Advice Quality Standard) & the OISC (Office of Immigration Services Commissioner) requirements. |
| HOURS: | 28 hours per week |
| SALARY: | NJC Scale Point 30 plus Outer London Weighting |
| LOCATION | CARIS Haringey office, St. Philip's Church, Philip Lane, London, N15 4HJ and off site locations as appropriate. |

DUTIES:

Key responsibilities

1. To give accurate and detailed advice and information on a range of social welfare, welfare benefits and immigration and the support available in the borough
2. To research and maintain information of local services; collate information on health services, immigration, benefits and housing for distribution to service users
3. To keep abreast of changes in legislation, research, local authority policy and practices relating to homelessness, asylum seekers and refugees.
4. To organize advice surgeries at drop-ins and agreed off-site locations with staff members.
5. To ensure that all advice sessions run smoothly with workers having the correct resources; and that the rooms for advice session is adequate and set up appropriately.
6. To provide regular telephone advice within AQS and OISC Quality Mark standards and CARIS procedures.
7. To be responsible for outreach visits to families in hostels and other forms of temporary accommodation, providing immediate advice and information on-going support, advocacy, casework and referrals as appropriate.
8. To monitor and maintain the appointment and key dates diary.
9. To ensure correct written and computer records are kept of advice and casework undertaken.
10. Follow casework management procedure and ensure all quality marks standards including AQS & OISC general help and casework are adhered and followed (for advice, casework recording and file reviews).
11. To collate relevant information for the purpose of monitoring, feedback and improvement of CARIS' services
12. To respond to referrals and in partnership with other professionals, ensure they are dealt with and appropriate forms are completed

Other Duties

1. To maintain links with existing partners and develop excellent working relationships with other voluntary sector agencies, local authority and health professionals working in partnership with them to promote, enhance and deliver services.
2. To accompany the Family Support Worker on the mobile toy library runs to offer advice and information to families.
3. To provide written reports, briefing papers, case studies and undertake presentations to support the work of the organisation
4. To support the senior staff in the training and line management of identified volunteers in advice and information work.
5. To contribute to the planning, delivery and development of CARIS' services.
6. Participate in reviewing, writing and implementing CARIS policies and procedures.
7. To maintain stocks of leaflets and publicity for advice and other service to support CARIS' work
8. To attend meetings e.g. steering groups, networks, workshops to promote CARIS work, share resources and good practice.
9. To attend staff meetings, supervision meetings, trustees meetings and internal planning meetings.
10. To undertake training and any other duties appropriate to the post that may arise in consultation with the Director. This may occasionally include out of hours meetings for which time off in lieu will be given.

Summer Project

It is **mandatory** for all core staff to be available for this project which is held for two or three weeks (subject to funding) at the beginning of the school summer holiday. Locum specialist staff and a volunteer team are recruited for this intensive project. All core staff are expected to be involved in programme planning and delivery of this service to children and young people. Lead roles and responsibilities will be allocated to the core staff team and identified locum staff. This project is coordinated by the Director.