

Person Specification



Outreach Advice Worker

Skills & Experience

Essential

1. Minimum 2 years experience of advice and advocacy with casework
2. In depth knowledge of welfare rights legislation and practice, including the ability to calculate benefit entitlements
3. A working knowledge of current homeless legislation, asylum and immigration legislation and legislation relating to EEA nationals
4. Experience of advice work and specifically of dealing with and resolving complex issues
5. An ability to communicate complex information over the telephone, in writing and face to face.
6. An ability to produce clear written material in a variety of different formats for different audiences.
7. Good IT skills including word processing, database use, spreadsheets, email and website use.
8. An ability to work independently, organise and self service your work with a minimum of supervision, prioritise work effectively and meet deadlines
9. Excellent listening and interpersonal skills including the ability to work sensitively with individuals who are under a lot of pressure.
10. Experience of working to Quality Mark Standards
11. Regulated by OISC at level 1
12. Maintaining manual or computerised records for all casework.
13. Ability to work as part of a team and create good working relationships with and other organisations.
14. An understanding of equality and diversity and Commitment to implement equal opportunities in all aspects of the work.
15. Support the values, ethos and philosophy of a Christian based organisation.

Desirable

Ability to speak a second language, one spoken by families living within the Borough of Haringey e.g. Turkish, French, Spanish

A current driver's licence

Proven experience of the following:

- a. Dealing with translators, linkworkers.
- b. Outreach work or giving advice away from an office base.
- c. Working with volunteers in a supervisory and /or supportive capacity.
- d. Working with migrants, homeless families and refugees.