



# JOB DESCRIPTION

JOB TITLE:	<b>Senior Advice Worker</b>
RESPONSIBLE TO:	Trustees of CARIS Haringey
PROFESSIONALLY ACCOUNTABLE TO:	Director
PURPOSE OF POST:	<ul style="list-style-type: none"><li>• To provide homeless families with an efficient and comprehensive advice service on housing, welfare rights and immigration</li><li>• To provide leadership and the day to day operational management of the advice service ensuring a high quality service is delivered.</li><li>• To maintain quality standards and measures for the advice and information service in accordance with the AQS (Advice Quality Standard) &amp; the OISC (Office of Immigration Services Commissioner) requirements and audits.</li></ul>
HOURS:	28 hours per week
SALARY:	NJC Scale Point 32 - 34 plus Outer London Weighting
LOCATION	CARIS Haringey office, St. Philip's Church, Philip Lane, London, N15 4HJ and off site locations as appropriate.

## **Main Objectives**

Whilst the post will have a key focus as specified below, the post holder will work closely with other members of the team and will be expected to work flexibly, providing cover and taking on additional responsibilities where service need requires this. The main objectives of the role are:

- To line manage Outreach Advice Workers, Volunteer Advice/Advocacy Workers to ensure the most effective service is delivered to our clients.
- To manage own case load to Advice Quality Standard, OISC Quality Mark Standards and other quality standard as appropriate.
- To ensure the service is professional, impartial, pragmatic and focused on getting the best outcomes possible for our clients.
- To ensure the service adheres to CARIS procedures and meets contractual and internal performance targets.
- To provide regular advice surgeries and telephone advice at drop-ins and agreed off-site locations.

## **Key Responsibilities**

### ***Provide advice and support to clients***

- Provide ongoing advice, information and advocacy to clients and take appropriate action to pursue clients' interests.
- To ensure appropriate representation on behalf of clients to a variety of external agencies and authorities.
- Ensure all work meets both external and internal quality, contractual, performance and professional targets and standards including AQS & OISC general help and casework (e.g. for advice, casework recording and file reviews).
- Ensure all client details and casework is appropriately recorded; maintain manual files and AIM Data Base (case management system).
- To develop CARIS advice service; working effectively with partner agencies and other organisations.
- To coordinate with CARIS Family Support Worker to ensure the advice service and workshops are accessed by families using other CARIS services.
- Ensure publicity for the Advice service is up-dated regularly; and provide relevant information for CARIS' general information leaflet.
- To respond to referrals and ensure that requests for CARIS services are appropriately dealt with.
- To line manage Outreach Advice Workers, Volunteer Advice/Advocacy Workers to ensure the most effective service is delivered to our clients.

### ***Project research and development***

- Keep abreast of changes in legislation, local authority policy, data collection and data analysis; research relating to homelessness, migrants, asylum seekers and refugees.
- Identify best practice, develop and implement improvements for the advice service, updating policies and procedures as necessary.
- To provide input to ensure relevant policy, campaigns and news section for website and general news letters are up to date and accurate
- Promote effective working relationships with appropriate external agencies and internally.
- Highlight appropriate follow-up and social policy issues arising from casework.
- Provide information on the movement of homeless and transient families in LB Haringey and the impact on local and national services.
- Monitor and evaluate the effectiveness of the service, providing regular reports to the relevant people (Trustees/funders etc.)
- Contribute to written and verbal reports on homelessness and transient communities

- Research funding opportunities and make appropriate applications with Director to maintain and develop the advice service.

### ***Participation Work***

- Using appropriate tools, support user involvement and make contact with transient communities in Haringey and develop innovative ways of engaging with vulnerable groups who are less likely to engage with services.
- Support the inclusion of volunteers, providing support and guidance as needed.
- Develop and deliver appropriate training material programmes/workshops– this may involve group training, e-learning courses, self-help packs, workshops, local information and guided self-help to service users and other professionals.

### ***General***

- To comply with health and safety and data protection regulations and implement risk assessments and appropriate safety checks for outreach work.
- To adhere to CARIS Haringey Equality and Diversity policy framework and play a key role in its successful implementation.
- Work to agreed service delivery objectives and development plans.
- Contribute to, or lead regular team meetings, including advice team meetings.
- Produce management reports and participate in the organisation's monitoring and evaluation processes and maintenance of information retrieval system
- Respond promptly to internal and external information requests.
- To provide input into CARIS social media/press strategy and relevant press coverage .
- Undertake any necessary training agreed with Director.
- To carry out any other duties as required by Director that are commensurate with the level of the post - this may also involve attending occasional 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 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.