

**Job Description**

Advisor and Volunteer Coordinator

**Grade:** Band 6, NJC Pt 19

**Salary:** £24,799

**Department:** Advice Centre

**Line Managed by:**  Advice Centre Manager

**Working Hours:** 30 hrs per week

**Holidays:** 28 days plus Bank Holidays

**Roles Purpose**

To deliver a fully accessible frontline advisory service to members of the public by giving advice and information on a range of disability matters, including specific disability benefits, appeal support and tribunal casework. As well as signposting to more specialised agencies when appropriate.

To lead on the recruitment, training and support of Advice Centre volunteers. To lead on the administrative duties for the Advice Centre.

**Responsibilities**

Advisor

Working alongside the Advice Centre team to provide specialist and high quality welfare benefits advice to clients by carrying out; advice work and appointments.

Providing written submissions for benefit appeals and tribunal casework up to a 1st Tier Tribunal.

Provide advice through a range of accessible formats. For example, telephone, email, online, face to face, letters, home visits, appointments, etc

To follow up on cases to ensure all client actions are completed, deadlines met and outcomes recorded

Work flexibly as a member of the team to support ongoing commissioned projects and other areas of work.

Volunteer Coordinator

To lead on coordinating the journey of Advice Centre volunteers; to co-ordinate recruitment, training, induction, quarterly supervisions, personal development and peer support. Providing handovers to the team enabling volunteer co-ordination to be consistent throughout the week.

Coordinating the volunteer shifts and appointments rota. Working with members of the team to ensure there is always a staff member available to support volunteers.

Arranging regular Advice Centre volunteer team meetings and newsletters, in liaison with other team members.

Ensure central, accurate and up to date administrative records are kept for volunteers e.g. central contact details, training and supervision records.

Responsible for collating the staff and volunteer file reviews for processing and checking.

Administration

Lead on scheduling appointment reminders and updates for staff, volunteers and service users

Lead on ensuring the appointment rooms, Advice Centre desks and book shelves are kept stocked with the necessary stationary, leaflets and relevant forms.

Ensure accurate, consistent and timely record keeping and electronic filing

In conjunction with team members monitor, maintain and update advice resources and shared documents, both digital and paper based

Development and planning of the service

Support the Advice Centre Manager with the collation of service statistics, data and monitoring. Assist the team in ensuring the service operates within the Advice Quality Standard process and procedures.

Represent the Advice Centre at partnership and network meetings, deliver advice at outreach locations and deliver talks and welfare benefit training sessions, when required.

Monitor the quality of the service by consistently listening to the projects’ experience and feeding it back to the team’s own learning, practice and service development.

Work with the Advice Centre Manager to assist in developing the service in line with the work plan and principles of the organisation, including identifying appropriate fundraising opportunities.

Training & Professional Development

To maintain an up to date awareness of benefit law, disability issues amd money best practice at all times.

To attend and contribute to all internal meetings and training events as necessary.

General Responsibilities

Work holistically with all Possability People services to offer the best options for all service users.

To provide a flexible approach to work ensuring the service is covered.

Working alongside other staff, to help ensure adequate Health and Safety procedures are in place in projects and to ensure the adherence to user complaints process.

To ensure Equal Opportunities Policy and Procedures are maintained and to contribute to the development and monitoring of Equal Opportunities policy within the organisation as a whole.

To adhere to the GDPR processes.

To contribute to the development of the organisations policy and practice, to suggest innovations and new initiatives across the organisation and collaborate with all staff and volunteers in ensuring the teams efficiency, effectiveness and harmony.

Any other reasonable duties requested by your manager.

**Job Review**

This is a summary description of the role, as it is constituted at present. The above does not represent an exhaustive list of the duties and responsibilities of the role. It will be the practice of Possability People to examine periodically employee’s job descriptions to ensure that they accurately reflect the job being performed and/ or that proposed developments are incorporated, as part of the process of personal objective setting. It is the Trustees aim to reach an agreement on reasonable changes but if such agreement is not possible, Possability People reserves the right to insist on changes after appropriate consultation with the post holder.

**Context**

You may be required to work some evening and weekends i.e. attending events.

Your usual working days and hours will be Monday through Friday between 10am and 4pm, although flexibility will be required.

###### **PERSON SPECIFICATION**

**Essential Experience & Qualities**

Knowledge and experience of disability benefits

Experience of supporting volunteers

Be able to manage your own case load and prioritise work appropriately

Be a good team player, whilst also being able to work independently from both home and an office environment.

Able to take initiative and make sensible and reasoned decisions.

To demonstrate an empathetic, confidential, tolerant and understanding approach to the needs of members of the public.

A commitment to the provision of quality services and support for disabled people.

Experience of working with and delivering services for the public.

Proven administrative ability including excellent IT skills.

Ability to drive/travel confidently and independently within Sussex including rural areas.

An ability to use one’s own initiative

Excellent written and oral communication.

**Desirable Experience & Qualities**

Experience and knowledge of relevant statutory authorities and inter agency working

Experience in a voluntary sector environment and working with user groups

Understanding of the Equality Act 2010

Understanding and commitment to the Social Model of Disability

Experience of delivering a home visiting service.

##### All appointments are subject to a six month probationary period.

##### All other terms and conditions are fully described in the contract of employment.

##### All posts within Possability People have the opportunity of an annual review/evaluation.

Signature of post holder: ……………………………………………… *…./…./….*Date

Job description prepared/ updated by: S. Rose (14/08/2020)