
The Action Group

Job Description

Title:	BEMAS Advice Worker
Service Area:	Advice Services
Accountable to:	Advice Services Manager
Salary:	£20,280 or £22,449 p/a pro rata (depending on current training and experience) <i>(Full details of salary levels are available at the end of this document)</i>
Hours:	23

THIS POST REQUIRES PVG CLEARANCE.

1. Job Purpose

- You will provide a service, which creates outcomes for people in respect of choice, opportunities, being valued, listened to and involved.
- Particularly, you will ensure that black people and people from minority ethnic communities who care for a child with a disability are aware of their rights and able to access social work, education and health services.
- You will work to empower carers and build their knowledge, skills and confidence.

2. Service Delivery

- Provide an effective service which acknowledges barriers that may be faced by people from black and minority ethnic (BME) communities and is sensitive to cultural issues.
- Provide advice and information to BME carers of children with a disability on a variety of matters including: Welfare Benefits, accessing support services; social work services and assessments; housing issues; educational issues.
- Check benefit entitlement and provide individual support in pursuing relevant benefit claims.
- Assist carers to make contact with relevant agencies such as the council, health service, voluntary / private care agencies.
- Assist carers to complete Carers Assessments, Single Shared Assessments and Section 23 (children affected by disability) Assessments.
- Support and represent carers and their families during reviews and appeals.

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- Assist clients with a wide range of advice tasks - from form completion to detailed case-work, representation, complaints and appeals.
 - Liaise with external agencies on behalf of carers and to be able to make effective referrals to other agencies.
 - Act as a specialist resource for professional workers from a variety of agencies, in order to ensure that advice reaches families of people with learning disabilities in as wide a field as possible.
 - Keep full records of clients who have been advised and to produce statistics and reports as required.
 - Actively inform potential users about changes in legislation and encourage maximum take-up of appropriate services, for example through publicity and take-up campaigns.
 - Run regular Carers Support Group and annual family days.
 - Contribute to other tasks that may be required for the effective delivery of the service.

3. Support Tasks

- Develop and maintain an up-to-date knowledge of relevant legislation and procedures within social work, education and welfare benefits.
- Identify issues and trends affecting people with disabilities and their carers from black and ethnic minority communities.
- Liaise with other information providers / advice agencies about the overall information needs of people with a learning disability and their carers from BME backgrounds.
- Liaise with other staff (both within The Action Group and external agencies) to gather information and develop tactics for dealing with problems.
- Assist with monitoring and evaluating the service and with writing reports.
- Assist in organisational tasks, such as maintenance of information resources, minute taking and chairing of meetings
- Undertake own administrative tasks.
- Take share of requisite Team and Organisational duties such as chairing and minuting meetings, attending Action Group conferences
- Help monitor the outcomes of our advice work and campaigns and highlight issues of concern to politicians, professionals and the media.
- Assist with periodic production of written advice materials, articles for journals, etc.

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- Design and deliver presentations to other agencies and community groups

3. Health and Safety

- Adhere to The Action Group's health and safety policies at all times

4. Contributing to the Team

- Communicate openly, fully and effectively with others at all times

5. Contributing to a Quality Service

- Be familiar with, and work within, all organisational policies and procedures
- Participate in all necessary training
- Contribute to service user consultation efforts and assist in the production of explicit service standards, reviews, evaluations and annual reports on service improvement
- Encourage understanding of the complaints procedure amongst service users.

7. Other Duties

- This job description is not intended to be exhaustive and the post holder may be required to perform other duties on occasion.

8. Confidentiality

- High standards of confidentiality are required in relation to the roles, tasks and responsibilities described above

9. Supervision Received

- The post holder will regularly meet their line manager for supervision as outlined in the Group's performance management policy.

10. Amendments

- This job description may be amended following discussions with the post holder and with approval from the Senior Manager HR.

Advice pay levels

Advisor in Training: £20,280: Employees without requisite training or experience.

Advisor: £22,449 - £23,829: Suitably qualified, experienced or trained staff only.