

**Community Help and Advice Initiative**

**Post: MAXIMISE! ADVICE WORKER (EARLY YEARS)**

**Responsible to: Service Manager (Advice & Employability)**

**Hours: 35.75 hours per week (full time)**

**Salary Range: £21,543 - £23,074 per annum**

Background information

This Post is based within our Advice Team in Edinburgh and will operate as part of a “Early Years Maximise!” project, and as part of the wider “Maximise!” service across schools in Edinburgh, in partnership with Children 1st.

Advice sessions will be provided in 5 Early Year Centres in Edinburgh - Moffat, Greendykes, Craigmillar, Fort and Granton. The aim of the service is to provide support to high risk families with children aged between 0 and 5 that are known to have a recurring need for support and face multiple barriers to moving out of poverty. The project will work with families with a long-established pattern of unemployment across generations who experience complex multiple barriers to employment.

The model of provision will, typically, involve a half day of direct client contact, followed up with a further half-day casework, per participating Early Year Centre. The direct client contact will usually take place at the Centre, with the casework undertaken at CHAI’s main office or appropriate venue. With social distance measures in place, the Advisor will contact families on the phone until it is safe to book appointments in the Early Years Centres. Casework will also be undertaken from home when possible.

The Advice Worker (Early Years) will also be expected to contribute to the further development and extension of the “Early Years Maximise!” model.

**1 PURPOSE OF THE JOB**

* The Advice Worker (Early Years) will provide advice, information and representation to families and staff at the specified Early Year Centres in Edinburgh, aimed at addressing income, money and housing issues.
* The Advice Worker (Early Years) will assist in the promotion and development of “Early Years Maximise!” services within the centres.
* The Advice Worker (Early Years) will work to support the Scottish Government’s Child Poverty Strategy in order to address health and social inequalities and promote pupil attainment.

2 **RESPONSIBLE TO**

* The Advice Worker (Early Years) will be primarily responsible to the Service Manager (Advice & Employability).

3 **MAIN DUTIES**

* To provide advice and information and – when required – representation to families and/or staff involved with the specified Early Year Centres in Edinburgh to Scottish National Standards for Information and Advice (SNSIAP) standard.
* To work in collaboration with colleagues who are also working on the “Early Years Maximise!” service, to ensure that all families using the service have full access to the range of services and support provided by “Early Years Maximise!”
* To establish and maintain positive relationships between the project and the Early Years Centres – including promotion of the service at a range of Parents Engagement events, some of which may be in the evening.
* To maintain regular contact with the Early Year Centres by means of visits, outreach surgeries and any other appropriate method.
* To liaise with local statutory and voluntary agencies to foster and encourage good practice in advice work in relation to families with 0-5 aged children.
* To contribute to the design and delivery of training courses and material relating to advice work for use within the Early Year Centres.
* To facilitate appropriate referrals to other appropriate services for project clients, as required.
* To use the project case management system to record and report on work undertaken.
* To maintain an up to date knowledge of development in welfare benefits, housing and debt issues.
* To co-operate with other members of staff (both internal and external) in the smooth running of the service.
* To prepare regular reports to the Service Manager and “Maximise!” Steering Group, as required.
* To carry out other reasonable duties deemed necessary, as determined by the Board.

4 **SELECTION CRITERIA**

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| **Essential** | **Desirable** |
| **Experience** | **Experience** |
| * Minimum 12 months experience of working in a setting where advice and information is provided to service users
 | * Experience of providing generic advice to members of the public
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| **Qualification/Training** | **Qualification/Training** |
| * Relevant qualification at SVQ level 3 – or equivalent – in a relevant discipline
 | * Vulnerable Adult Awareness
* Child Protection Awareness
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| **Knowledge and Skills** | **Knowledge and Skills** |
| * Good working knowledge of current legislative issues, particularly around welfare reforms
* Excellent communication and interpersonal skills
* Competent ICT Skills
* Ability to set and meet targets
 | * Advocacy skills
* Sound ICT skills
* Proven networking skills
* Experience of representing people in formal settings
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| **Disposition** | **Disposition** |
| * Understanding of the needs of children and families facing difficulties
* Demonstrate commitment to client centred approach
* Show initiative in adapting services to meet client needs
* Pro-active approach to identifying client needs
* Ability to interact positively with staff across a range of levels and work as part of a team
* Flexible approach to the working environment
 | * Ability to work on own initiative and as part of a team
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| **Other** |  |
| * Will be required to obtain a Protection of Vulnerable Groups Scheme Record Disclosure
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