

**Community Help and Advice Initiative**

**Post: ADVICE WORKER**

**Responsible to: Service Manager (Income Maximisation & Employability)**

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

**Salary Range: £22,209- £23,788 per annum**

Background information

This Post is based within our Advice Team in Edinburgh and will operate as part of the wider benefits advice and income maximisation service funded by the Edinburgh Integration Joint Board.

The Advice Worker will provide income maximisation through advice on welfare benefits, debt and tribunal representation to people actively engaging with the substance recovery hubs in South East and South West Edinburgh. The Recovery Hubs are a one-stop shop service offering a full range of drug and alcohol treatments and supports provided by the NHS, social work staff and the voluntary sector.

The model of provision will, typically, involve a half day of direct client contact, followed up with a further half-day casework. The direct client contact will usually take place in outreach locations in the community, with the casework undertaken at CHAI’s main office or appropriate venues. With social distancing measures in place, the Advisor will deliver advice on the phone until it is safe to resume face to face appointments. Casework will also be undertaken from home when possible.

This post is funded until 31st March 2023 but may be subject to continued funding.

**1 PURPOSE OF THE JOB**

* The Advice Worker will provide advice, information and representation to individuals who are actively engaged with the Recovery Hubs and are referred by a partner agency.
* The Advice Worker will assist in the promotion and development of advice services within the Recovery Hubs.
* Through maximising income, stress can be reduced and individuals are able to focus more on better health and well-being outcomes.

**2** **RESPONSIBLE TO**

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

**3** **MAIN DUTIES**

* To provide advice and information and – when required – representation to individuals engaged with the South East and South West Drug and Alcohol Recovery Hubs
* To develop and maintain positive relationships between CHAI and the partner organisations within the Recovery Hubs such as Health Care professionals, social workers and support workers.
* To provide or contribute to training or briefing sessions to help other professionals understand the welfare system and how they can support individuals with this.
* To facilitate referrals to other appropriate community 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 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 project partners, as required.
* To carry out other reasonable duties deemed necessary

**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 * Experience of working with drug and alcohol services |
| **Qualification/Training** | **Qualification/Training** |
| * Relevant qualification at SVQ level 3 – or equivalent – in a relevant discipline | * Vulnerable Adult Awareness |
| **Knowledge and Skills** | **Knowledge and Skills** |
| * Good working knowledge of current legislative issues, particularly around welfare reform. * Excellent communication and interpersonal skills * Competent ICT Skills * Ability to set and meet targets * Proven networking skills | * Advocacy skills * Experience of representing people in formal settings * Knowledge of issues relating to addiction |
| **Disposition** | **Disposition** |
| * Understanding of the needs of people on low income and with additional needs * 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 * Ability to work on own initiative | * Flexible approach to the working environment |
| **Other** |  |
| * Will be required to obtain a Protection of Vulnerable Groups Scheme Record Disclosure |  |