

**Community Help and Advice Initiative**

**Post:**  **ADVICE WORKER (Maximise! Project)**

**Responsible to:** **Service Manager – Maximise!**

**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 our Maximise! project working in partnership with Children 1st.

The aim of the service is to address the financial and social pressures on families and individuals in order to promote a more stable and supportive family environment for the children attending school – and thereby supporting pupil attainment. The project works with families across all schools in Edinburgh but has a particular focus on Care Experienced children and families.

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 ordinarily take place in schools and outreach locations in the community, with the casework undertaken at CHAI’s main office or appropriate venues. With social distancing measures in place however, the Advisor will deliver advice on the phone/online until it is safe to resume face to face appointments. Casework will also be undertaken from home when possible.

**1.**  **PURPOSE OF THE JOB**

* The Advice Worker will provide advice, information and representation to families at schools in Edinburgh, with the aim of addressing income, debt and housing issues.

* The Advice Worker will assist in the promotion and development of Maximise! Services within schools.
* The Advice Worker will work to support the City of Edinburgh’s ‘1 in 5’ Programme and 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 will be primarily responsible to the Service Manager – Maximise!

**3.**  **MAIN DUTIES**

* To provide advice, information and – when required – representation to families and individuals involved with schools in Edinburgh to Scottish National Standards for Information & Advice Providers (SNSIAP) standard.

* To work in collaboration with colleagues who are also working in the Maximise! project, to ensure that the families using the service have full access to the range of services and support provided by Maximise! when appropriate.

* To contribute to the design and delivery of training courses and materials relating to advice work for use within schools.
* To establish and maintain positive working relationships between the project and a variety of schools within Edinburgh.
* To maintain regular contact with these schools by means of visits, outreach surgeries and any other appropriate method. When social distancing measures are in place the majority of this work will be done via telephone/online.
* To attend school parents evenings or occasional out of hours events for the purpose of promoting the service (minimal).
* To liaise with local statutory and voluntary agencies to foster and encourage appropriate referrals to the project and encourage good practice in advice work in relation to families with school age children.

* To facilitate appropriate referrals to other services for project clients, as required.

* To use the project’s Case Management System to record and report on work undertaken.

* To maintain an up to date knowledge of developments in welfare benefits, housing and debt.

* 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.
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| **Qualification/Training**  | **Qualification/Training**  |
| * Qualification at SVQ level 3 or equivalent in a relevant discipline.
 | * Qualification at SVQ Level 4 or equivalent in a relevant discipline.
* Child Protection training.
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| **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.
 | * Advocacy skills.
* Experience of representing people in formal settings.
* Proven networking skills.
* Sound ICT skills.
* Trauma Informed practice
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| **Disposition**  | **Disposition**  |
| * Understanding of the needs of young people and families facing difficulties including the impact of trauma.
* Demonstrates commitment to client centred approach.
* Shows 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.
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| **Other**  |   |
| * Will be required to obtain a Protection of Vulnerable Groups Scheme Record Disclosure.
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