**Community Help & Advice Initiative**

**Senior Advice Worker – Maximise!**

**Job Title:** Senior Advice Worker – Maximise!

**Hours:** 35.75 hours per week

**Location:** Various

**Salary:** £25,817 - £27,372 per annum

**Funding:** Funded until 31st March 2023

**Background:**

This is an exciting opportunity for a Senior Advice Worker to join our **award winning Maximise! project.** Maximise! is partnership between CHAI and Children 1st which takes a whole family, trauma-informed, child centred approach to helping families affected by poverty.

Using the holistic Maximise! model of family wellbeing assistance, income maximisation and employability support, the project aims to support families towards increased stability within family relationships, improved living conditions, better financial resilience and greater employability opportunities.

The Senior Advice worker will provide a mentoring and support role for the Maximise! Advice team and be expected to contribute to the further development of the Maximise! model which also incorporates the ethos of close partnership working with families and all relevant services and stakeholders.

The Senior Advice Worker will be based within our Maximise! Team but also expected to contribute to the further development of the CHAI Advice & Employability service as a whole.

**Responsible to:**

The Senior Advice Worker will be primarily responsible to the Service Manager (Maximise!).

**Purpose of the Job:**

* To provide advice, information and representation to families with the aim of addressing income, debt and housing problems.
* To work within and continue to develop the ethos of holistic service provision.
* To work within and continue to developthe Maximise! partnership model.
* To assist with ‘front of service’ screening for all new referrals to Maximise!
* To offer front line advice to families where required; allocate new referrals within the team and/or signpost families to other agencies as appropriate.
* To provide peer support and mentoring to staff and volunteers as required.

**Main Job Activities**

* To provide advice and information and – when required – representation to families and/or staff involved with families in Edinburgh to Scottish National Standards for Information and Advice Providers standard.
* To maintain an up to date knowledge of developments in welfare benefits, housing and debt issues and to maintain continuous professional development.
* To work in collaboration with Children 1st and with the other partners and stakeholders of the project to ensure families have access to the range of services and support provided by the project.
* To facilitate referrals for families to other appropriate services as required.
* To establish and maintain positive relationships with schools and all project partners – including promotion of the service among stakeholders, other services and in the community.
* To promote the service at Parent Engagement events, some of which may be in the evening (minimal).
* To liaise with local statutory and voluntary agencies to foster and encourage good practice in advice work in relation to families with early years and school age children.
* To contribute to the varied provision of accessible service delivery in schools, peoples’ homes and other community facilities as appropriate.
* To contribute to the design and delivery of training courses and materials relating to advice work for use with families and stakeholders.
* To support and mentor staff and volunteers as directed by the management team and ensure an accurate record of this is maintained and provided to management as part of ongoing staff development.
* To assist the CHAI management team to deliver structured induction and training for new and existing staff where required.
* To assist the Advice Management Team and support colleagues to ensure compliance with Scottish National Standards for Information and Advice Providers competencies.
* To use the project case management system to record and report on work undertaken.
* To ensure data is recorded accurately for the purposes of monitoring and evaluation.
* Contribute to the ongoing evaluation of the project through the completion of case studies, user surveys, focus groups or other appropriate methods.
* To prepare reports to the Service Manager as required.
* To co-operate with other members of staff (both internal and external) in the smooth running of the service.
* To carry out any other reasonable duties.

**Essential Criteria:**

* Minimum 3 years experience of delivering advice and information.
* Demonstrates an in depth understanding of current welfare rights, debt & housing legislation.
* Understanding of the impact of poverty on children, young people and families.
* Ability to work sensitively and in a trauma-informed way with children and families.
* Demonstrable experience in building, maintaining and developing relationships with partners and stakeholders.
* Demonstrates ability to support and mentor staff.
* Excellent communication and inter-personal skills.
* Proven experience of setting and achieving targets and working to deadlines.
* Ability to quickly identify clients’ needs and provide pro-active support using a client centred approach.
* Ability to advocate on behalf of service users and to provide representation in formal proceedings.
* Displays sound information technology skills.
* Demonstrates success and professionalism in current role.
* Will be required to obtain a Protection of Vulnerable Groups Scheme Record Disclosure.

**Desirable Criteria:**

* Legal/housing/social welfare qualification at SVQ 4 level equivalent or above.
* Child Protection training undertaken within the last 3 years.
* Experience of providing peer support/supervision.