**Community Help & Advice Initiative**

**Job Description – Advice Worker**

**Post:**  Advice Worker  - Maximise! Early Years Project

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

**Location:** Various

**Salary Range:**  £22,653 – 24,263 per annum

**Funding:** Funded until April 2024

**BACKGROUND INFORMATION:**

This is an exciting opportunity for an Advice Worker to join our new Maximise Early Years project as part of the **award winning Maximise! partnership between CHAI and Children 1st**.

The project takes a whole family, early intervention and trauma-informed approach to helping families who require some additional support and who may face multiple barriers to moving out of poverty. The Advice Worker will support families across 5 Early Years Centres in Edinburgh; Stenhouse, Sighthill, Calderglen, Hailesland and Gilmerton.

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, barrier removal, increased financial and social inclusion and skills development leading to progression along the employability pipeline.

The Advice worker will be expected to contribute to the further development of the Maximise Early Years model which also incorporates the ethos of close partnership working with families, the Early Years Centres and all relevant stakeholders.

**PURPOSE OF THE JOB**:

* The Advice Worker will provide advice, information and representation to families at the Early Years Centres, with the aim of addressing income, debt and housing issues.
* To contribute to the delivery and development of this service in South Edinburgh in partnership with the Early Years Service, the funders and all relevant stakeholders.
* To work within and continue to develop the ethos of holistic service provision.
* To work within and continue to developthe Maximise! partnership model.

**RESPONSIBLE TO:**

* The Advice Worker will be primarily responsible to the Service Manager – Maximise!

**MAIN DUTIES:**

* To provide advice, information and – when required – representation to families and individuals involved with the Early Years Centres to Scottish National Standards for Information & Advice Providers (SNSIAP) standard
* To work in collaboration with Maximise! colleagues, to ensure that the families using the service have full access to the range of services and support provided by Maximise! when appropriate.
* To work flexibly and proactively with families who may require additional support in order to make best use of the advice and services offered by the project.
* To contribute to the design and delivery of training courses and materials relating to advice work for use within the Early Years Centres and other community locations as appropriate.
* To establish and maintain positive working relationships between the project, families, Early Years Centres and all other relevant stakeholders.
* To provide advice appointments to families within the Early Years Centres, in the family’s homes, in community facilities or online/over the phone according to the individual needs of the family.
* To attend 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 children.
* To facilitate appropriate referrals to other services for families, as required.
* To use the project’s Case Management System to record and report on work undertaken.
* Contribute to the ongoing evaluation of the project through case studies, user surveys, focus groups or other appropriate methods.
* To attend regular training and 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

**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 direct 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.
* Commitment to client centred approach.
* Shows initiative in adapting services to meet client needs.
* Pro-active in 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.
 | * Ability to mentor/support volunteers and colleagues.
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| **Other:** Will be required to obtain a Protection of Vulnerable Groups Scheme Record Disclosure. |   |