**Recruitment Closing Date:** Monday 19th December – 5pm

**Interviews:** Week commencing 9th January 2022

**Job title**:   Advice Worker (National Service)

**Department:** OPFS Advice and Information Service

**Reporting to:** Advice and Information Services Manager

**Salary:** Scale 13-17, £23,218- £28,379, pro rata dependent on experience

**Hours:** 21 hours over 3 days. Flexible working requests considered.

**Fixed Term until end of March 2023, with possibility of extension dependent on funding.**

**Day**: Typically 7 hours a day between 8.00—18.00. Core day 9.30-16.00.

**Location:** Home based with occasional travel to OPFS offices or other locations. Expenses will be given for travel.

**OPFS Advice and Information Service**

We are the only Scotland-wide dedicated advice and information service for single parents. We provide-

* The OPFS Advice Service
* our contact centre for single parents seeking advice viaour Helpline, Webchat, advice@, 'Ask a Question' and Facebook
* The OPFS Advice Information
* our website content about advice issues that matter to single parents.
* The OPFS Advice Training
* our online and in-person training courses for practitioners working with single parents

The Advice Service currently operates Monday to Friday 9.30 to 4 pm and all bank holidays except Christmas and Easter.

**OPFS Advice and Information Service team**

The team comprises of an Advice and Information Service Manager and Advice Workers.

**Overall Purpose of Role**

* To provide up to date advice and signposting to single parents and those acting on their behalf via the OPFS Advice Service activities.
* To actively monitor social policy concerns identified from our contact with single parents.

**1. Key Tasks and Responsibilities**

* To provide advice and information to single parents and professionals on a range of advice issues including welfare benefits, including Scottish devolved benefits, child maintenance, family law, housing, employment, education.
* To signpost single parents, their families, and professionals to sources of help on topics within and outside of the OPFS Advice Service's remit.
* To keep accurate records of enquiries received and advice given in our CRM (Salesforce).
* To participate in the monitoring and evaluation activities of the Advice Service and support change for continuous improvement.
* To take responsibility for researching and keeping informed of existing legislation and changes to the law on single parents' issues and undertake training as appropriate.
* To actively participate in team meetings, induction, team training plans and advice development activities including taking the lead on specialist advice areas.
* To strictly maintain the Advice Service's confidentiality following OPFS policies on confidentiality, privacy and data management.
* To support a self-reflective practise, actively participating in call reflection and quality assurance activities such as peer supervision, call recording and file review, remaining open to feedback on performance.
* To use and comprehend our website written advice, support single parents to find and understand relevant content and support that content's development.
* To support the development and production of the advice information written for the OPFS website and to optionally contribute to the production content under the Advice Content Lead's supervision.
* Work flexibly to accommodate the provision of the Advice and Information Service.

**2. Secondary areas of responsibility**

* To support and participate in the maintenance of quality standards and advice performance monitoring.
* To attend and actively participate in supervision meetings, team meetings, peer supervision meetings, and other relevant OPFS meetings.
* To undertake any training or attend events relevant to the functions of the A&I service.
* To actively promote OPFS services throughout daily work and at any other events.
* To undertake administrative tasks as required and to service your own administrative needs.
* To use new technology and to contribute to its use within the organisation and actively cooperate with its future development.
* To support, test and embed digital approaches to improve OPFS's work.

**3. Corporate Responsibilities**

* A commitment to the work of OPFS and to improving the lives of the single parent families.
* Able to work confidentially in a digital environment, including standard Microsoft office software packages, cloud-based CRM databases and cloud-based call centres.
* To take a flexible approach to work and duties within your range of responsibility and carrying out other duties as directed by Managers.
* To actively contribute to organisational cohesion, encouraging cross-team working, and a positive problem-solving approach.
* To work in line with OPFS's values and Code of Conduct
* To take personal responsibility and ensure compliance with corporate policies including safeguarding, confidentiality, health and safety and data protection
* To champion and promote equal opportunities and diversity both in your area of work and the wider organisation.
* To ensure single parent voices and experience informs the design and development of your work where appropriate

**Advice worker- Person Specification**

**Essential criteria**

1. Recent paid or voluntary experience providing advice in an advice setting such as a public advice helplines, Citizens Advice Bureau or similar.
2. Knowledge of the UK system of welfare benefits and tax credits, Scottish social security benefits, awareness of child maintenance, and Scottish family law, and an understanding of how all these areas are relevant to single parents.
3. Excellent verbal communication skills and ability to provide advice and information in a professional, relevant and non-judgmental way.
4. Proven ability to absorb new information and learn quickly to diagnose and respond to advice issues in a pressured advice environment
5. Effective person-centred listening and probing skills to respond to underlying issues and assist clients to make informed choices.
6. Ability to demonstrate an understanding of and empathy with the issues and barriers faced by single parents.
7. Strong team-working skills and an ability to be flexible and adapt to change.
8. Evidence of self-motivated learning and reflection and a willingness to continuously learn and extend knowledge.
9. Strong IT skills (including Word, Excel, Outlook, and Office 365) and ability to use electronic databases to keep records of advice enquiries.
10. Ability to work effectively under pressure and without close supervision
11. Experience of handling with discretion information which may be confidential or sensitive.
12. An understanding of equal opportunities in service delivery.

**Desirable criteria**

1. Experience of providing advice via the telephone in an advice setting.
2. Excellent written communication skills to provide advice in written formats

**Core Skills**

* Resourcefulness
* Verbal and written communication skills
* Maturity
* Confidence
* Empathy
* Patience

**Terms & Conditions**

**Confirmation of Appointment:** Fixed term contract until March 2023, with possibility of extension dependent on funding. Confirmation of appointment is subject to the satisfactory completion of a 3-month probationary period.   Successful applicants will be subject to Disclosure Scotland checks in line with the duties of the role.

**Holidays:** Annual leave entitlement is 25 days and 12 Public holidays pro rata.

**Pension**: You will be auto enrolled from your start date.  OPFS pays 7% of your salary and you pay a minimum of 3%.

**Training and support and supervision:** You will receive induction training and frequent support in the first three months. After that, you will receive monthly individual support and supervision and annual appraisals. Regular team meetings will be held, and staff have access to internal and external training.

**Equal Opportunities and Family-Friendly Employment:** OPFS aims to be an equal opportunity and family-friendly employer. OPFS has Investors in People silver status.