

**JOB DESCRIPTION**

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| **Job Title:** Community Advice Team – Income Maximisation Adviser | **Reporting to:** Community Advice Team Manager |
| **Location:** Haverhill and surrounding towns and villages in West Suffolk, North Essex and South Cambridgeshire | **Hours:** 24 hours per week |
| **Salary:** £16,436 per annum (£25,682 FTE) |  |

**Job Purpose**

REACH (Restore, Encourage, Action, Community and Hope) has provided support to local people in crisis since 2005. We provide a debt counselling, financial inclusion and advice service. We are looking for an **Income Maximisation Adviser** to join our **Community Advice Team**. The successful candidate will have excellent communication skills, a keen attention to detail and have a flexible approach to their work. The most important skill required for this role is a care for people and a desire to empower our clients to lift themselves out of poverty. Financial Inclusion is about ‘putting money in people’s pockets’. It is estimated that there is around £19 billion of unclaimed benefits in the UK. This role will work with clients to help them claim for benefits, Council Tax reduction and any other income that they may be entitled to (training is provided). A good amount of this work out in the community – in clients’ homes, at our drop-in centres or at other mutually agreed venues.

This is a part time role working 24 hours a week, although some flexibility will be required dependent on service need. There may also be some occasional evening work and weekend work required, dependent on the needs of the clients. Full training will be provided but strong IT skills are a prerequisite to the role.

**Job Summary**

* To work as part of the Community Advice Team, seeking financial inclusion outcomes, and offering benefits checks, advice, and application assistance. To support the provision of emergency food boxes to families in crisis in Haverhill and surrounding towns and villages in West Suffolk where necessary. To facilitate utility payments, completing forms for and with clients, one-off grant applications, purchasing household goods (such as white goods) from successful grant applications.

**Key Duties and Responsibilities**

1. Provide financial inclusion and benefits assistance to clients throughout the area, whilst maintaining detailed records in accordance to set procedures and legal requirements;
2. Provide financial inclusion and benefits assistance service in clients’ own homes;
3. Ensuring deadlines are met for submission of documents;
4. Keep the case management system (Advice Pro) up to date after each interaction with a client;
5. Refer clients onto other agencies when appropriate;
6. Provide cover and work from any of the REACH drop-in and food distribution points when required;
7. Support the Community Advice Team Manager when needed.

**Qualifications, Skills and Experience Required**

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| **Requirement** | **Essential** | **Desirable** |
| Education, training and qualifications | * GCSE or equivalent Maths, English and ICT – Grade A to C * Full driving licence with use of own car * Computer literate with a strong working knowledge of Microsoft Office suite | * Completed CPAG Benefits training |
| Skills, knowledge and experience | * Office systems and procedures * Experience and knowledge of giving advice (preferably particular emphasis on debt management) * Clear communication with all levels in all mediums * Able to work as part of the team and on own and unsupervised * Problem solving ability * Setting up and maintaining manual and electronic filing systems * Ability to maintain a high level of confidentiality and discretion at all times * People management skills * Ability to take control of a situation when necessary | * Familiarity with the issues confronting people with learning disabilities and mental health needs, gained through personal contact or experience in a similar setting * Diary management and appointment booking using manual and computerised systems * Experience of working with volunteers * Practical experience of working remotely |
| Personal Attributes | * Efficient, flexible, ability to work in a dynamic office environment * Mature, professional and well mannered * Ability to learn quickly and confident to question * Self-motivated and punctual * Able to manage own time * Adaptable * Diligent, prepared to dig deeper / investigate * Sympathetic to the Christian beliefs and ethos of the organisation |  |

**People behaviours**

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| Communication & Team Working | * Acts openly and honestly. * Shows respect for others. * Communicates with others in a clear and structured fashion (written and verbal). * Demonstrates a 'can do' approach. * Understands the importance of confidentiality and data security |
| People Management & Development | * Delivers agreed performance objectives with required support. * Demonstrates a willingness and appetite to learn. * Willing to participate in training and professional development |
| Commitment & Drive | * Has high standards and adheres to quality guidelines. * Strives to deliver to the best of abilities at all times. * Shows professionalism and care for clients and colleagues at all times. |
| Ethos of the organisation | * As a minimum requirement all employees of REACH Community Projects must be able to work within the Christian ethos of the charity |

**Terms and conditions**

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| Location | Main office is Wisdom Facilities Centre, 42 Hollands Road, Haverhill CB9 8SA, however much of this role will be out visiting homes in Haverhill and surrounding towns and villages in West Suffolk, and at the drop-ins and food distribution points located in various locations in Haverhill. Occasionally, there may be visits to locations in North Essex and South Cambridgeshire. |
| Working hours and pattern | 24 hours per week (Tuesday to Friday, 9.30am – 3.30pm) |
| Probationary Period | 6 months |
| Annual Leave | 25 days pro rata plus Bank Holidays & working days Christmas to New Year |