

**JOB TITLE: Advice and Information Worker**

**RESPONSIBLE TO:** Advocacy and Advice Manager

**RESPONSIBLE FOR:** The delivery and development of ICCM’s Advice and Information services

**HOURS OF WORK:** 14 hours per week

**SALARY:** £10,252

**ANNUAL LEAVE** 26 days plus bank holidays (pro rata)

**PLACE OF WORK: ICCM’s** ICCM’s895 Stockport Road, Levenshulme M19 3PG

**Job Description:**

This role delivers one to one case work including ongoing support to resolve both immediate and crisis situations, in the main relating to welfare benefits, referring to appropriate support agencies and other ICCM services promoting a multiagency approach. The aim of the service is to empower people through access to appropriate support services and improve quality of life, health and wellbeing.

The Advice and Information Worker provides best practice advice, information and support services to the Irish and wider community across Manchester. This includes providing welfare rights information, maintaining excellent knowledge base of welfare rights issues and legislation to support people to apply for universal credit and Personal Independent Payments (PiPs) housing applications, preventing homelessness, securing suitable accommodation, pensions, passport applications and applying for essential ID documents.

**Key Responsibilities:**

**Provide advice, information and support services to the Irish community across Manchester**

* Delivering client focused, culturally appropriate support services for the benefit of members of the Irish community in Manchester on an appointment office basis, drop in service, and on outreach for those with mobility issues facilitating access to mainstream health, housing, education and employment services.
* To provide suppor**t** to members of the Irish community who are vulnerable through age, poor physical or mental health, homelessness, risk of homelessness, drug/alcohol use, offending, hate crime, social and cultural isolation etc.
* To complete an initial assessment of Service Users’ needs, presenting issues and risks, making onward referrals to statutory and other voluntary support agencies as appropriate for people to access specialist support
* An understanding of how to deal with people who have experienced trauma.
* Inputting all client based work onto the CMS; maintaining accurate and up to date case files and reporting.
* To facilitate the successful running of ICCM’s health and well being activities as required
* To promote the wider work of ICCM, facilitating pathways to support where needed.
* To be aware of and maintain best practice in safeguarding.
* To commit to continuous professional development and keep up to date with best practise in the sector.
* To attend relevant training, conferences and seminars locally, regionally and nationally as directed by line manager.
* To participate and engage in supervision and appraisal provided by the manager
* To work as an accountable member of the staff team, working within the charity’s policies and procedures
* It is the nature of the work at ICCM that tasks and responsibilities are in many circumstances unpredictable and varied. All staff are therefore expected to work in a flexible way, when the occasion arises, when tasks not specifically covered in their job have to be undertaken.
* To ensure you fully embrace ICCM’s values in all your work.

**Person Specification**

**Please demonstrate how you meet all of the following to be shortlisted for interview**

**Core competencies**

* A knowledge of the welfare benefits system and support services.
* Experience of advising on entitlement to welfare benefits including advising on appeals at tribunals.
* An ability to deal with a range of enquiries including housing and homelessness, debt and financial management and to make appropriate referrals to other agencies.
* An ability to manage own caseload and to identify priorities, to work on own initiative, under pressure, without close supervision or administrative support,
* An understanding of and ability to maintain client confidentiality.
* Be an integral team member to support colleagues, share knowledge, experience and skills.
* Effective and professional communicator with excellent writing skills, verbal and e-mail communication in a professional manner representing the charity to build and sustain reputation.
* Personable, motivating and professional to develop strong, positive relationships with all staff members, external stakeholders and beneficiaries.
* Ensure that all recording of events and outcomes monitoring are up to date and accurate.
* Develop and maintain effective relations with all stakeholders.
* Problem solving to ensure that any challenges and barriers are managed effectively to achieve positive outcomes and project objectives.
* Ability to use risk management tools to ensure adherence to Health and Safety policies and best practice in safeguarding.
* Awareness of different cultural sensitivities within the communities we are working with.
* Commitment to Equality, Diversity and Inclusivity.

**Experience, Knowledge and Skills**

* Excellent verbal communication skills (including telephone use, meetings, engagement of key stakeholders).
* Written communication skills, including excellent report writing and presentation skills that reports on progress, informing management decision-making, presentations to stakeholders.
* Understanding of partnership and coproduction with an ability to influence outcomes.
* Working knowledge of common IT systems and databases.
* Ability to prioritise workload and tasks.
* Ability to work on own initiative, self-manage and self-motivate.
* Excellent organisational and time-management skills.
* Understanding and experience of Irish culture or the community and cultural sector.
* Working with and supporting volunteers.

**Personal attributes**

* A passion for achieving objectives achieving high-quality results.
* A positive can-do attitude with regard to all aspects of the charity’s work.
* A flexible approach to work, evolving priorities, and working hours.
* Commitment to our mission, vision, values and strategy and the needs of our beneficiaries.
* Discretion and the need for confidentiality.
* Professional Conduct