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**Job description template**

**Job title:** Advice Worker

**Location:**

**Type of working required:** *Please add detail here as to the type of working arrangements that the candidate can expect i.e. home based/out based/nights/weekends/etc.*

**Department name:** *Delete if N/A*

**About your organisation and the department**: *Please add details here about your organisation i.e. purpose, vision or mission, the type of environment/specific sector that they will be working in. This should provide the candidate with a view on the culture and purpose of the organisation.*

*Example - We are looking for compassionate and motivated people from all backgrounds to join* ***xxxx.*** *We offer a rewarding career and great benefits in a caring, supportive environment. We believe strongly in the growth of our employees and encourage and foster the desire to learn, advance and progress within our organisation. We understand the importance of a healthy work-life balance and value the commitments you may have, therefore we will happily consider flexible working applications. If we can make it work – we will!*

**The purpose of this role is** to support clients by providing impartial information, advice, and guidance to empower each person to address and overcome barriers. Clients may present with a single issue or more complex linked needs that require specialist support to enable them to move forward and make positive lasting changes.

**About the role**

We are looking for a diligent, resourceful, resilient, and empathetic Advice Worker to assist clients from different backgrounds (those who have experienced homelessness, complex needs, rehabilitation) resolve a range of problems and challenging situations.

**In this role you will:**

* Give impartial and confidential advice to clients about welfare, legal, debt, housing, immigration, healthcare, education, consumer rights and other specialist issues.
* Research relevant publications, legislation, policies, undertake training and make referrals to specialist services to successfully advocate on behalf of your clients.
* Manage your caseload, prepare needs assessments and other casework to a high standard in a timely, efficient, and organised manner.
* Confidently advocate and mediate for clients, building convincing arguments, providing legal representation, and patiently getting to the root of problems.
* Support, empower and sensitively understand the needs of people who use our service and demonstrate a commitment to improve their lives
* Clearly understand, implement, and adhere to safeguarding procedures

**Job skills, experience, and qualifications**

**Essential**

* Experience providing advocacy
* Enhanced DBS certificate

**Desired**

* Experience of housing advice
* OISC L1 or L2
* Engaging communicator
* Certificate in Money Advice Practice or Debt Relief Order Approved Intermediary

**Essential:** *Core skills needed to undertake the role in addition to the above.*

**Desired:** *Skills that it would be good if the candidate had in addition to the above.*

**Additional details:** *It is strongly advised if your organisation follow this policy below, to add a clear statement in this job advertisement of your commitment to inclusivity such as below or to make up a different one of your choice*.

*Example -* *We welcome applications regardless of age, disability, marital status (including civil partnerships), pregnancy or maternity, race, religion or belief, sexual orientation, transgender status, sex (or gender), neurodiversity, employment status, trade union affiliation, or other irrelevant factor. We welcome applications from military veterans or service leavers. We will interview all disabled applicants who meet the essential criteria.*

*Also consider any flexible working arrangement opportunities and any selection processes that you use.*

**How to apply:** *Link to website or email address to send CV to. Please also include a telephone number for those who are visually impaired or blind and an SMS number for those who are either deaf or hearing impaired so they can initiate contact and arrange for support in applying for the job if needed in any way or request a different format or method.*

**Salary range:** *£xxxx - £xxxx*

**Closing date:** *xxxx*

**For information please contact:** *Name and contact details of recruiting manager.*