

APPLICATION PACK

JOB DESCRIPTION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

Job Title: Generalist Outreach Adviser (Part-time 0.8 FTE)

Reporting to: Advice Supervisor

Location: St Pauls Advice Centre (SPAC) Bristol

Main Purpose: To assist in the delivery of SPAC's free, independent specialist advice, advocacy and representation services, and specifically, to Increase advice provision for BAME people in inner city and east (ICE) Bristol who are experiencing financial issues and poor mental health.

- Responsibilities: Advice and casework**
- Provide specialist advice and information to SPAC clients in accordance with SPAC policy, procedure and relevant quality standards.
 - Provide support and assistance to individuals in order to secure their rights through advocacy and casework methods.
 - To carry and manage a specialist advisor caseload, keeping adequate case records using Advice pro.
 - To provide outreach to Black-led VCSE organisations in inner city and east (ICE) Bristol.
 - Deliver advice training sessions for staff and clients of Black-led VCSE organisations inner city and east (ICE) Bristol
 - Ensure all advice and casework complies with the requirements of the Advice Quality Standard and SPAC's Office Manual.
 - Keep accurate statistical/monitoring records.
 - Identify and act upon social policy issues including recording appropriate case studies.
 - Keep up-to-date with relevant legislation, policies and practices.
 - Assist in ensuring the delivery of SPAC advice services to funding or contract targets and providing cover for advice sessions where needed.

Other responsibilities

- Engage in line management, supervision and annual performance appraisal with the Advice Supervisor.
- Work as a member of a team, give and receive support, and work considerately and co-operatively with other team members.
- Comply with the Centre’s Equal Opportunities policy and work in an anti-discriminatory/non-judgemental manner.
- Link with Nilaari’s mental health link worker and support them to connect with advice agencies in ICE
- Participate in the Inner City & East Locality Partnership’s Learning Collaborative
- Attend and where appropriate represent SPAC at internal and external meetings and events.
- Undertake relevant statutory and personal development training.
- Carry out all such other duties appropriate to the post as required.

Salary, Working hours & Benefits:

- Salary: £21,875 (£27,344 full time equivalent)
- Working hours: 28 hours per week
- Fixed term contract to 31st March 2024
- Annual Leave: 30 days full time equivalent (pro rata)
- Extra 3 days annual leave between Xmas & New Year (pro rata)
- Pension Scheme: 5% employers contribution
- Opportunities for home working