**NORTH BRISTOL ADVICE CENTRE**

**Job Description and Person Specification**

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| **Job title:** Advice Triage Worker  **Responsible to:** Casework Supervisor    **Salary:** £18,000 – pro rata  **Working hours:** 28 hours. Occasional evening/weekend work may be required**.**  **Place of work:** 2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA. |

**Main Purpose of Job**

This is a key role within the organisation and the successful applicant will work alongside other staff members to effectively delivery NBAC’s Advice Service.

You will be expected to interview clients, diagnose their issues and advise and/or signpost the client to the completion of their issue and related issues.

**Responsibilities**

* Carry out advice appointments, which may take place at the office or at outreach locations, in person, by phone or electronic means.
* Maintain accurate case records using Advice Pro.
* To identify the issue and provide advice on a one-off basis or refer to specialist advice within NBAC or external agency.
* To ensure income maximisation of clients through the take up of appropriate benefits.
* Notify the Casework Supervisor of any training needs or specific issues of concern.
* To keep up to date with relevant legislation policies and practices and attend appropriate training courses and conferences where required.
* To provide case studies and comply with other requests for the promotion of the organisation.
* To work as an effective member of the NBAC team, giving and receiving support, working co-operatively and attending Team/Advice Workers/Management Committee Meetings, where appropriate.
* To work at all times within NBAC’s policies and procedures as detailed in the NBAC Staff Handbook and Office Manual.
* Carry out any other related tasks as required by the trustees and/or CEO to ensure the effective provision of the service.
* All work to be carried out in accordance with NBAC’s Equality and Diversity Policy.

**Advice Triage Worker - Person Specification**

**The post-holder is required to be self-motivated with strong interpersonal and communication skills, able to work as part of a team and prioritize their own workload.**

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|  |  | **Essential** | **Desirable** |
| **Experience** | * Recent experience of advice giving. * Awareness of Welfare Rights and Money/Debt advice. * Experience of working with Bristol City Council, South Gloucestershire Council and/or Money Advice & Pensions Service. | X  X | X |
| **Knowledge &**  **Understanding** | * Welfare Rights and Tribunals procedure. * Knowledge of local community profile, needs and resources. * Working knowledge of Advice Pro Case Management System. |  | X  X  X |
| **Skills & Abilities** | * Ability to communicate effectively with a wide range of people. * Ability and commitment to implement equal opportunities. * Representation and advocacy skills. * Excellent interpersonal and communication skills and demonstrative experience of being a good team member. * Ability to plan and manage own work in a pressured and changing environment. * Excellent record keeping, word processing, database and spreadsheet skills. | X  X  X  X  X  X |  |
| Other | * Willingness to work some unsocial hours and to travel as necessary. |  | X |