**Job Description**

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| **Title** | Advice Worker |
| **Salary** | £30,000 pro-rata plus 6% pension contribution |
| **Hours of Work** | Part time,21 hours per week |
| **Reporting to** | Information and Advice Manager |

**Job Summary**

This is a one year fixed term contract role. The postholder will provide direct support to people affected by HIV who approach Positive East for services. This will include initial welfare rights, housing, money, and generalist advice. It will also involve carrying out registration and individual needs assessments and referral within and outside Positive East as appropriate.

**1.0 Main Activities**

* 1. To undertake initial welfare rights, housing, money advice, and asylum support casework, for people affected by HIV, referring cases to external agencies as required.
  2. To work with volunteers and facilitate their training.
  3. To participate in Positive East’s advice line providing appropriate advice and assessment.
  4. To be involved in the process of reviewing cases and the maintenance of quality standards.
  5. To keep detailed case notes of client work.
  6. To work as part of the team at Positive East in accepting referrals of clients and to work with other agencies organising the provision of services to them.

**1.7** To undertake home and hospital visits to clients as appropriate.

**1.8** To undertake advice sessions at other agencies/venues as directed by the Information and Advice Manager.

**1.9** To assist clients with applications to grant-giving bodies for hardship support as appropriate.

.**1.10** To maintain and regularly collate, relevant records of people using Positive East’s services, as agreed with the Information and Advice Manager. This will include monitoring and evaluation of the service.

**1.11** To develop and maintain an information resource about services available for Positive East’s clients including appropriate referral agencies.

**1.12** To be involved in the induction, ongoing support and day to day supervision, in conjunction with the Information and Advice Manager, of volunteers working with and associated with the team.

**1.13** To undertake National Asylum Support Related/UKBA work, making appropriate referrals

**1.14** To participate in, and contribute to, the development of policy and practice in all areas of operation by Positive East.

**2.0 Other Duties**

**2.1** To keep abreast of medical, social and epidemiological developments in the field of HIV, and changes in legislation and regulations relating to the health and wellbeing of people living with HIV. To undertake training as required.

**2.2** To carry out all duties with due regard to relevant legislation and guidance, the organisations Equal Opportunities polices and all other polices of Positive East.

**2.3** To work in a professional manner in the best interests of people living with HIV.

**2.4** To actively support the Charity’s fundraising activities including providing information for applications and helping with fundraising events.

**2.5** To actively promote the Charity, in the course of your duties, with clients, Health & Social Care professionals, and other relevant stakeholders.

**2.6** To play an active role in being part of the wider Positive East team

showing flexibility supporting colleagues as appropriate.

**2.7** Support the Charity’s activities as agreed with line manager around events including World AIDS Day, Pride, Positive East presentations and launches or other key annual events

**2.8** To carry out any duties appropriate to the grade as required by your line manager.



**Person Specification**

**Advice Worker**

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| a) | Minimum of one year’s full-time experience of providing welfare rights and generalist advice (e.g., benefits, housing & debt). | Form, interview & Case Studies |
| b) | Ability to carry out in depth needs assessment interviews and provide an initial welfare rights and generalist advice service to people affected by HIV. | Form, Interview & Case Studies |
| c) | Knowledge of the legal entitlement to social security benefits particularly those related to ill health & disability | Form, Interview |
| d) | Basic knowledge of the legal entitlement to social security benefits and other welfare services (e.g. social housing) for asylum seekers and persons from abroad. | Form, Interview |
| e) | Understanding of the practical and emotional support needs of people affected by HIV. | Form, Interview |
| f) | Practical commitment to equal opportunities | Form, Interview |
| g) | Ability to present complicated information clearly in writing and orally. | Form, Interview |
| h) | Ability to support, develop and work with volunteers | Form, Interview |

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| i) | Understanding of the importance of confidentiality, and ability to maintain confidentiality. | Form, Interview |
| j) | Ability to work jointly with other staff on individual cases, and commitment to working as part of a team. | Form, Interview |
| k) | Commitment to empowering clients, and supporting them in dealing with their own affairs. | Form, Interview |
| l) | Understanding of boundaries in work with clients. | Interview |
| m) | Understanding of own support and training needs, including the role of management supervision | Form, Interview |
| n) | Excellent interpersonal and communication skills | Form, Interview |
| o) | Ability to manage own workload and administration. | Form, Interview |
| p) | Ability to carry out remote work with clients via video, telephone, or emails | Form, Interview |

**August 2022**