

Irish Community Services working in Greenwich, Bexley & Lewisham

Trainee Advice Officer 1x

Role Description

Post status: Part-Time (28 hours per week)

Contract Term: 12 months initial contact: Continuation subject to funding

Reports to: Director

Salary: £11.05 per hour.

Holidays: 23 days plus bank holidays.

Deadline to Apply: 24th November 2023 at 5pm.

We are looking for a dynamic, motivated, and enthusiastic person to join the Irish Community Services team as a Trainee Advice Officer.

The successful candidate will have the opportunity to achieve an Advice & Guidance qualification, as well as support a project that works with the local Irish community and others, including Travellers and people from other ethnic groups.

Our advice service provides current information, advice and practical help with completing forms covering a wide range of issues including welfare, disability and unemployment benefits; housing, homelessness and debt; social services assessments and back to work support.

The successful applicant will have excellent verbal and written communication skills. They should be keen to learn and be able to organise and manage their workload with minimum supervision ensuring that all aspects of their work support maintaining the charity's AQS certification.

ICS actively encourages and supports volunteers in the delivery of our services and the candidate appointed should be able and willing to work effectively with volunteers.

Main Responsibilities

- To attend workshops & training related to providing Advice & Support.
- To provide information, advice and advocacy in relation to welfare, disability and unemployment benefits; housing and homelessness; debt; getting back to work, help with writing a CV and job search consumer problems and returning to Ireland.
- To assist clients with the completion of forms.
- To manage a case load effectively, maintaining accurate client case records in accordance with the AQS (Advice Quality Standard) and ICS file management procedures.
- To work in partnership with other agencies to enable access to statutory and local voluntary services.
- To attend weekly outreach hubs across Greenwich, Bexley & Lewisham.
- To represent ICS at Advice forums and other relevant external meetings.
- To undertake additional duties as and when required by your line manager.

This service is continuously developing to meet the needs of our community and the successful applicants will be expected to adapt and respond accordingly, which may involve additional responsibilities and changes to how they execute their role.

The postholder will:-

- Comply with all ICS internal policies and procedures;
- Maintain confidentiality and professional boundaries at all times;
- Maintain accurate and appropriate records of their casework and interventions;
- Carry out administrative tasks associated with the post.
- Attend regular supervision with their line manager and undertake training and professional development as directed.
- Maintain an awareness of the legal and regulatory context as well as national policy as they relate to the project's services.
- Maintain and develop community information resources and make them available for service users to access.

These are the normal duties which ICS will require from the postholder. However, it may be necessary from time to time to perform other duties required for the efficient running of the organisation.