



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Advice Worker
<b>PURPOSE OF ROLE:</b>	To provide effective and efficient welfare benefit, education & employment, housing casework to refugees and migrants. To develop links with other organisations to improve the scope and quality of advice work.
<b>SALARY:</b>	NJC Scale 23 +ILW
<b>HOURS:</b>	21 hours/3 days per week
<b>LOCATION</b>	2 locations in NW London plus some homeworking
<b>REPORTS TO:</b>	a) Senior Advice Worker b) Salusbury World Director c) Board of Trustees
<b>MANAGES:</b>	Supervision of Advice & Guidance Volunteers
<b>SERVICE RELATIONSHIPS:</b>	To work closely with Salusbury World team. To forge links with local service providers and voluntary groups

### Working to achieve the Salusbury World mission:

*Our aim is that refugees, migrants and asylum-seekers who seek our help will develop the skills and confidence to navigate and succeed in society, and feel supported and hopeful for the future.*

### RESPONSIBILITIES:

#### Equal Opportunities & Diversity

Carrying out responsibilities with due regard to National and Local Equal Opportunities Policies and the Salusbury World Equality and Diversity policy.

#### To support the integration of refugee and migrant communities by:

- Providing effective and efficient welfare benefit, education & employment, housing casework to refugees and migrants
- Advocating on behalf of clients and making referrals to specialist agencies where necessary
- Maintaining good practice & adhering to Advice Quality Mark standards
- Participating in the dissemination of information on these issues
- Contributing to an ethos and atmosphere in the unit which provides a stress-free, supportive and respectful environment for all clients

#### To work with a range of professional colleagues in a small team setting

- Managing volunteer advice workers

- Participating in supervision of volunteer advice workers
- Liaising with staff team: director, senior advice worker, school project managers, play co-ordinator, mentoring coordinators and volunteers regularly
- Recruiting volunteers assisting with the advice project
- *Recruiting freelance workers/external organisations to deliver workshops*
- Contributing to reports for Board of Trustees at committee meetings
- Monitoring all aspects of work and reporting to funders
- Maintaining a clear filing system, detailed records of all activities and respecting confidentiality of clients (Data Protection Act, GDPR)

### **Publicity and website**

- Contributing to the newsletters and website when requested

### **Fundraising**

- Participating in fundraising activities alongside parents, staff & volunteers when necessary

### **Strategic development & expansion of organisation**

- Contributing to & participating in the overall shared vision & purpose of the organisation (as designated by the trustees)

### **Reports and record keeping**

- responsible for regular reporting (monthly, termly, annual)
- keep database up to date (e.g. volunteer start & end dates, emergency contact information is accurate)
- keep all relevant policies, procedures and guidelines updated

### **Training & Development and Networking**

- Keeping up to date with legislation, case law, policies and procedures relating to welfare benefits and housing advice issues, as they affect migrants and refugees
- Undertaking additional training as necessary
- Keeping in touch with local issues, developments and changes in procedure of other agencies
- Participating in relevant networks
- Participate in team training activities such as safeguarding, first aid training etc
- Keep up to date with current news/trends/thinking in the sector
- Ensure CPD records are updated, and accreditations (where applicable) are maintained
- Represent Salusbury World at external events, conferences and networks; raising the profile of Salusbury World projects and building constructive relationships.
- Share knowledge with Salusbury World team

### **Confidentiality**

Maintaining confidentiality of information relating to clients, colleagues and other third parties in accordance with GDPR, including outside of the work environment.

**Safeguarding and Child protection**

Attend regular safeguarding training & understand and agree to Salusbury World's Child & Vulnerable Adult Safeguarding policy

**Inclusion statement**

Salusbury World is an approachable and diverse organisation which values and respects peoples' different backgrounds, characteristics, ideas and beliefs.

Salusbury World believes that it is essential to eliminate discrimination and promote equality of opportunity. Salusbury World is committed to opposing discrimination and will not discriminate against any person because of their ethnic origin, gender, sexual orientation, marital status, responsibility for children or dependants, age, employment status, disability, HIV status, religious or political beliefs or because of unrelated criminal convictions.

This job description details the key elements of the role and is not an exhaustive list of all duties. Job roles evolve over time and job holders may be required to complete additional tasks in line with Salusbury World's needs.