



Adviser at Great Ormond Street Hospital

Hours	35 hours per week
Salary at appointment:	£34,004 – £35,406 per annum
Contract Type	Permanent
Reporting to	Advice Manager, GOSH
Start Date	Immediately (subject to pre-employment checks)

Purpose of the Role

This is an exciting opportunity to work in a well-regarded and innovative project contributing to achieving positive outcomes for some of the most vulnerable families in England and beyond whose sick children are being treated at Great Ormond Street Children's Hospital (GOSH) We also provide an 'open door' service to our GOSH partners such as social workers and family support officers in our areas of expertise.

You will be expected to deliver high quality holistic advice and in-depth casework to families with children who are patients at GOSH across all Citizens Advice issue areas and this will include complex housing issues and with benefits cases up to appeal level.

Whilst we are keen to provide paid to train opportunities where we can, this role is not suitable for a trainee and such applications cannot be considered. Please check the person specification below to ensure you meet the requirements for the role before applying.

Being available onsite is an important aspect of this role and so this role is hybrid working. The exact split between remote/onsite working will be by agreement with the line manager and to meet the needs of the project which could change over time. This role is not suitable for remote working only.

Note It is essential for this role that you meet the requirements of GOSH honorary staff status and as such you must adhere to all GOSH policies, values and training requirements and pass an enhanced DBS check.

Background to the Service

Our well-established advice service at GOSH was the first social welfare law advice service in a children's hospital setting in the UK and covers families with children being seen across all medical specialties. The service started in 2008 in response to the unmet needs of sick and disabled children and their families arising from poverty and deprivations; a need which the pandemic and now the cost-of-living crisis has increased. We provide high quality information, advice and in-depth casework support for families of children who are patients at GOSH.

A key objective and strength of this service is integration and enhancement of existing GOSH services and to this end we work closely with other services such as social work, family support officers, other charities, chaplaincy, PALS and other stakeholders. We subscribe strongly to GOSH's 'One Team' value and ethos. We aim to free up GOSH staff time which was previously spent dealing with issues outside of their expertise. Equally, and to avoid overlap with existing services such as social workers and family support officers, we provide an 'open door' service providing technical and strategic support.

When a child becomes ill or has long-term disabilities many families find they cannot work, have to work less or struggle to access specialist childcare, so reducing income leading to some reliance on the social security system. There is also the often-difficult transition to becoming the long-term career for a disabled child which even the best equipped and resourced of us might struggle with in such circumstances. As such common problems include reductions in income, managing debts, and housing unsuitability to include disrepair where damp and mould can especially threaten the wellbeing of immuno-compromised children and basic accessibility by wheelchairs and not being able to use bathrooms and toilets in the existing home.

Delivered by a small mutually supportive team, the project objectives aim to meet the unmet advice needs of families with an aim of reaching those who might be described as hardest to hear. GOSH, as a tertiary NHS Trust, sees children from a wide geographical area, including all the London Boroughs, the Southeast of England and beyond. Many children stay for long periods at the Hospital or have ongoing care spanning many months or years and our support continues similarly. You will have access to medical records and the full GOSH interpretation service to support your case work.

As an Adviser at GOSH, you will commonly have multi-issue caseloads which commonly span many years enabling you to offer long term support to families as their needs change over time.

The service has a strong focus on research and campaigns and social policy issues focusing on issues which affect disabled children and their families which you are expected to support.

Professional Development

Generally, we expect our trained advisers to take on 2 appointments a day as well as follow-up casework. All our advisers have access to supervisor support and resources to ensure high quality advice delivery.

This role involves many areas of social welfare law, complex queries and casework. We will fully support you to develop your skills and experience in these areas . An understanding or experience of social security issues and housing case work is essential for this role and we will support you to develop your expertise in these advice areas and others.

Service Delivery

The service is open 5 days a week during working hours and is delivered both remotely and through face-to-face (F2F) appointments. As such you must be available to attend GOSH in person. Examples of F2F appointments would be for those families unable to leave their child's side or those who are unable to use electronic means of communication. We find that our support to you is often best delivered F2F in the early stages of your role. Work is predominately long-term casework and all families will be given your email at first contact to enable ease of access to continuing support. We are fortunate to be able to depend on the social work department for appointment bookings and support.

Key work areas and activities

Key accountabilities	Key elements/Tasks
Advice giving	<ol style="list-style-type: none">1. Interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.2. Use the Citizens Advice information systems to find, interpret and communicate the relevant information.3. Research and explore options and implications so that clients can make informed decisions.4. Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.

	<ol style="list-style-type: none"> 5. Negotiate with third parties such as statutory and non-statutory bodies as appropriate. 6. Refer internally or to other specialist agencies as appropriate. 7. Ensure that all work conforms to the Citizens Advice Camden Office Manual and the Advice Quality Standard at the appropriate level. 8. Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. 9. Prioritise workload and keep caseload under constant review.
Service development	<ol style="list-style-type: none"> 1. To work with the Advice Manager and health care staff within the Hospital trust, to ensure the effective running and development of the service. 2. To work collaboratively as part of a team and show flexibility when faced with changing or conflicting demands.
Research and Campaigns	<ol style="list-style-type: none"> 1. Assist with social policy work by providing information about clients' circumstances through the appropriate channels, completing Casebook social policy evidence forms and involving clients in social policy work where requested and agreed by the Advice Manager.
Professional development	<ol style="list-style-type: none"> 1. Keep up to date with legislation, policies and procedures and undertake appropriate training. 2. Read relevant publications. 3. Attend relevant internal and external meetings as agreed with the line manager. 4. Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate
Administration	<ol style="list-style-type: none"> 1. Use IT for statistical recording, record keeping and document production. 2. Provide monitoring reports including statistical information on project activity as required by the project manager. 3. Ensure that all work conforms to Citizens Advice Camden and GOSH systems and procedures and meets audit and quality standards.
Other duties and responsibilities	<ol style="list-style-type: none"> 1. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

2. Demonstrate commitment to the aims and policies of the Citizens Advice service.
3. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
4. To work at different Citizens Advice Camden venues as required.

Person specification

Note - Please consider each point in turn in your application – Failure to do so may mean that your application is not considered.

1. An understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
2. Relevant experience of client-centred advice work with competency in welfare benefits and housing casework.
3. Experience of researching complex advice issues including those outside of your advice experience
4. Meet the accreditation requirements to the Money and Pensions Service (MaPS) quality framework to advice and casework levels. Documentary evidence of accreditation will be required.
5. A proactive approach to prioritising own work, meeting deadlines and managing workload in a pressured environment, with conflicting priorities.
6. Understanding the importance of empowerment of families to deal with their problems themselves.
7. Ability to communicate effectively and sensitively both verbally and in writing within a clinical environment and with a range of different audiences
8. Understanding of the social and economic issues facing families with children with long term illness, terminal illness and disability and how these impacts on them and their advice needs

9. Proficiency in using Word, Outlook, data recording systems and a willingness to learn new IT skills in the provision of advice. Ability to use resources for remote access as supplied by Citizens Advice Camden
10. Ability and willingness to work as part of a small team, including volunteers and the wider GOSH family support service, as well as independently, in both an office based and a non-office-based environment
11. Readiness and flexibility to work some unsocial hours including evenings and weekends if required on occasion
12. Willingness to undergo an enhanced DBS check and all other GOSH and CA Camden requirements such as training and policy requirements
13. Demonstrate an understanding of child protection procedures and policies and your role within a Children's Hospital