

Job description

Connect Advisor

Location: Help on Your Doorstep offices in Islington
 Salary: £28,157 per annum plus contributory pension of up to 4%
 Leave: 25 days per annum plus public holidays
 Reporting to: Connect Team Manager
 Hours of work: 35 hours per week

Role summary	Connect Advisor
<p>To engage and support vulnerable and disadvantaged residents with aim of improving wellbeing and life chances. The Connect Adviser will contribute to team activities including community outreach (including door to door), client meetings, referrals to partners and follow-up and direct support. The role will also include office and administrative tasks and volunteer supervision as required.</p>	
Responsibilities and Tasks	
<p>The post holder will:</p> <p>Service delivery</p> <ul style="list-style-type: none"> • Work with clients to identify needs and aspirations, provide relevant information advice and guidance and make direct referrals on their behalf to Help on Your Doorstep referral partners • Empower residents to overcome barriers, achieve their aspirations and improve wellbeing through person centred engagement and support • Deliver an effective and responsive General Enquiries service, triaging enquiries to ensure the most appropriate response is provided • Undertake regular door knocking and other outreach activities aimed at engaging with local residents, linking them with advice and support services that can improve wellbeing and life chances • Effectively promote the Connect service and the services of partner agencies to Islington residents providing clear and accurate information • Liaise with referral partners on behalf of clients to ensure that contact is made within agreed timescales and that services are provided • Follow up with clients to establish the outcome of referrals and provide additional support in the event of any adverse outcomes • Promptly respond to support distressed or vulnerable clients or their family members in collaboration with team members, Help on Your Doorstep managers and relevant external agencies. 	

- Identify the need for, and provide additional non referral support to clients e.g. advocacy, help with forms/correspondence, where there are no appropriate referral agencies to refer to.

Record keeping and systems

- Maintain complete and accurate client and referral records on the Connect database in accordance with organisational guidelines on quality assurance, confidentiality and data protection
- Use the Connect database to send referrals to partner agencies, share information with agencies, track progress of cases and to record outcome information
- Record all non referral support provided on the Connect database
- Record pertinent household details on team door knocking sheets

Volunteer supervision

- Participate in the induction of new volunteers in conjunction with the team managers.
- Supervise allocated volunteers, holding regular one to one meetings and providing day to day support as required.

Health and Safety

- Observe the organisation's health and safety policy, particularly in relation to outreach and lone working.
- Contribute to the ongoing assessment of risk at the workplace and of work related activities in conjunction with team leaders and the operations manager
- Ensure that volunteers reporting to the post holder observe the organisation's health and safety policy

Knowledge Management

- Feed back local intelligence on the social welfare needs and gaps gained from frontline activity to Help on your Doorstep team meetings and record information on relevant issues logs
- Feed back information on partners performance, in respect of referred clients, to team managers

Policies and procedures

- Undertake duties in accordance with organisational policies and procedures including the staff handbook, the operations manual, equal opportunities policy, safeguarding, confidentiality policy and the data protection policy.

Organisational development

- Contribute to strategic and operational development activities and supports organisational fundraising initiatives as requested

Miscellaneous

- Willingness to work across different venues throughout the borough
- Work as part of the team to seek feedback, continually improve the service and contribute to business planning.
- Contribute to the development of policies and plans relating to equality, diversity and health inequalities.
- Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.

Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

PERSON SPECIFICATION - Connect Advisor	
Criteria	(E)= Essential (D)= Desirable
Equalities <ul style="list-style-type: none"> Proven and demonstrable commitment to the principles and practice of equal opportunities in service delivery and employment. 	E
Experience <ul style="list-style-type: none"> Experience of person-centred support to individuals in a professional capacity and managing a caseload. 	E
Knowledge, skills and abilities <ul style="list-style-type: none"> Awareness of the issues facing the local community and the impact these have on people's ability to access services Ability to engage individuals in a variety of settings including through outreach and build effective and empowering relationships Strong IT and record keeping skills 	E E E
Competencies <p>Accountability: takes responsibility for all work activities and personal actions; follows through on commitments; implements decisions that have been agreed upon; maintains confidentiality with sensitive information; acknowledges and learns from mistakes without blaming others; recognizes the impact of one's behaviour on others.</p> <p>Client Focus: Commits to meeting the expectations and requirements of internal and external stakeholders; acts with stakeholders in mind; values importance of providing high-quality customer service.</p> <p>Clear Communication: expresses oneself clearly and effectively when speaking and/or writing to individuals or groups; listens attentively; ensures that information is understood by all parties; shares information in a timely manner using the most appropriate method; presents well-organized information in a group setting.</p> <p>Initiative: takes action to improve a situation without waiting for explicit instructions; understands how one's own actions relate to the organisation's strategic goals; recognizes and responds to opportunities in order to reach a goal; seeks new and improved techniques, solutions, and approaches to completing assignments.</p> <p>Interpersonal Skills: Is warm and easy to approach; builds constructive and effective relationships; uses diplomacy and tact to diffuse tense situations; immediately puts others at ease and disarms hostility.</p> <p>Drive for Results: Pursues everything with energy, drive, and a need to finish; does not give up before finishing, even in the face of resistance or setbacks; steadfastly pushes self and others for results.</p>	E E E E E

<p>Collaborative Working: works effectively with others, cooperating in both interpersonal and team relationships; fosters enthusiasm and maintains mutual trust, candour and respect.</p> <p>Personal Learning and Development: Is personally committed to and actively works to continuously improve himself or herself; recognizes the need to change personal, and interpersonal, actively seeks feedback</p>	<p>E</p> <p>E</p>
<p>Qualifications</p> <ul style="list-style-type: none"> • Qualification in Information Advice & Guidance work or related field. 	<p>D</p>

Last reviewed 25/06/24