

NOVA Support Team (NST) Client Advisor

JOB DESCRIPTION

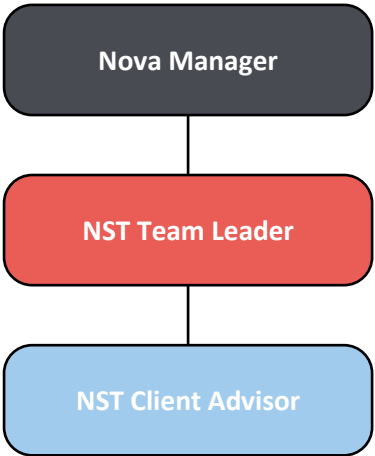
Location: Support Centre, Birmingham

Work pattern: 35 hours per week. Work on a weekly shift-rotational basis covering three shifts between 8am and 8pm Monday to Friday. This includes working one Saturday in five between 8:30am – 2pm.

Responsible for: n/a

Interaction with: Clients (veterans) and other stakeholders in NOVA, as well as managers and staff at FEC.

Reporting line:



Role (brief overview): Forces Employment Charity’s NOVA programmes support veterans who are in, or at risk of entering, the criminal justice systems in England, Wales, Scotland and Northern Ireland. The NOVA Support Team (NST) Client Advisor is the first point of contact for these veterans once they have been referred to NOVA. This role involves handling sensitive and personal data and initiating the first stages of the process for supporting them. The role of the Client Advisor is therefore critical in securing meaningful engagement with these veterans, who are often very vulnerable and are sometimes in crisis. Empathy, patience, and professionalism are essential to the role.

Principal Responsibilities:

- Follow and enact NOVA Support Team processes and procedures (as captured in detailed Work Instructions) accurately and determinedly.

- Receive, review, and process referrals for veterans in, or at risk of entering, the criminal justice system.
- Assess risk, at all stages of engagement with veterans.
- Upload data to the NOVA case management system accurately and in a timely manner.
- Engage veterans referred to NOVA (KPI is within 2 days of referral) and communicate effectively with them: effective listening, empathy, patience, and professionalism are essential.
- Complete the Initial Assessment of the veteran's needs.
- As necessary, provide urgent and professional support for veterans who may be in crisis and/or at risk.
- Respond professionally to routine enquiries from veterans and other stakeholders.
- Observe relevant data protection regulations and protocols at all times.
- Maintain accurate factual and individual case notes on the case management system, ensuring that records are kept up to date.
- Undertake additional tasks and requests as directed by the NST Team Leader.

PERSONAL SPECIFICATION

Essential Competencies:

- Demonstrates effective listening skills, with patience and the ability to remain calm under pressure.
- Maintains high levels of accuracy, attention to detail, and confidentiality.
- Works collaboratively with colleagues and stakeholders to achieve shared outcomes.
- Builds strong working relationships with the ability to engage and influence others.
- Communicates effectively, both verbally and in writing, adapting style to different audiences.
- Proficient in using IT systems (Microsoft Office, Outlook, databases)
- Experience using CRM systems (training will be provided if necessary).
- Demonstrates empathy for veterans and understanding of the challenges they may face when transitioning to civilian life.
- Organised and self-motivated, with the ability to work independently and manage workload effectively.
- Demonstrates resilience and adaptability in managing the demands of the role.

Desirable Competencies:

- Understanding of the challenges faced by individuals within the criminal justice system.
- Experience in providing guidance, advice, and support to individuals.
- NVQ Level 4 (or higher) in Advice and Guidance. (Training will be provided if necessary.)
- Experience using Salesforce or similar case management systems. (Training will be provided if necessary.)

Security Clearance

- The Successful candidate will require an Enhanced Disclosure & Barring Service Check (EDBS) and Police Vetting (NPPV2).