

Debt and Cost of Living Support Project

Cost of Living Adviser - Job Description

Accountable to:	Chief Executive
Responsible for:	Delivery of general advice services to clients being impacted by cost of living challenges, mainly around Debt, Benefits and Housing
Salary:	£33,444
Funded by:	Lambeth Council
Contract:	Twelve months fixed-term. This is a high priority post - extension funding will be sought
Hours:	35 hours per week (full-time). Job-share/part-time post may be considered
Annual Leave:	25 days plus Bank and Public Holidays (full-time)
Pension:	Competitive workplace pension scheme
Location:	Onsite at our main office site on Railton Road, London, and at outreach at venues around Lambeth. This is not a home-working post

Summary of Post

- To work as part of a tight-knit team providing high-quality general social welfare advice with some casework support to residents of Lambeth, London. Advice will be provided via drop-in reception, telephone and at outreach locations around Lambeth.
- To maintain a high standard in case recording and ensure that relevant performance and quality standards are maintained and that relevant funder (Lambeth Council) requirements and any service targets are met on an ongoing basis.



This clinic is part of the
**LawWorks
Clinics Network**



Duties and responsibilities

- a) To provide general advice and casework support to residents of Lambeth, London. Advice will be provided via drop-in reception, telephone and at outreach locations around Lambeth
- b) To ensure that your own advice and any casework complies with our quality assurance standard, Lexcel (you will be supported in this)
- c) To be self-directing and motivated and able to get involved in the various types of advice provision in the Centre and working as part of the team
- d) To ensure proper data collection and case recording within the *Advice Pro* case management system in order to properly record and organise client work and provide data to funders. We are a largely paper-free organisation so consistent use of our case management system is essential (training will be provided)
- e) To participate in staff meetings and to promote and foster a positive and collaborative working environment
- f) To be responsible for your own word processing, case recording and administration
- g) To develop and maintain appropriate referral pathways between yourself and others, both internally and externally
- h) To have an interest in working with volunteers

Advice and Casework

- i) To provide general advice services to clients being impacted by cost of living challenges, mainly around Debt, Benefits and Housing. This will include interviewing clients, advising them of their rights and responsibilities, advising on options available to them and progressing suitable advice strategies with and on their behalf where necessary/appropriate
- j) Where any casework is provided, to provide letters confirming your advice, of sensible proportion that clients are likely to read and be able to understand why it is relevant to them and to their situation, setting out strategies relevant to their particular issues and your recommendations for action and who is going to do what and by when

Supervision

- k) To engage in supervision and work as part of the team, which will include attending regular meetings and assisting with reviews of the quality of work of others

Professional Development

- l) To maintain an interest in your own professional development and to attend

appropriate courses that improve your skills

- m) To keep up to date with the changes in the law through attending training and similar and reading journals and other publications
- n) To be appraised regularly and to engage fully in this process to further your own personal development and maximise your contribution
- o) To represent BAC at events and meetings where appropriate

Social policy

- p) To be alert at all times to the social policy implications of issues presented by clients and to take appropriate action to influence social policy in regard to these issues, whether locally or nationally.

Equity, Diversity, Safeguarding, Data Protection and other relevant policies

- q) To have regard at all times in the planning and carrying out of your duties to the policies and procedures set out in the Office Manual and other relevant directories

Other

- r) In addition to the tasks and duties listed in this job description, to undertake any other such duties as may be identified from time to time and which the Chief Executive deems reasonably necessary.

Successful candidate to complete below on accepting offer of employment. This Job Description will form part of your contract of employment.

Signed:

Print name:

Date: