

Job Title	Advice Centre Coordinator
Team	Advice Centre
Salary	£27,000 pa (negotiable)
Contract	Full-time, permanent
Location	East London

About Us

Are you looking to shift the dial on poverty? Do you have a **wealth of experience advocating for some of the most marginalised people experiencing hardship in London?**

At First Love Foundation we dare to do things differently. We take a person-centred, strategic approach to tackling poverty. We dream big and believe a different tomorrow IS possible. That's why we intentionally closed the doors of our foodbank project last May. We no longer wish to be a sticking plaster on poverty; we want to disrupt and initiate system change while working in the front line with the people who need our help most.

For a person or family in crisis, access to urgent expert help is their biggest need. Our team of experts provide exactly that. We transform lives.

About the Role

This is the ideal role for someone who **loves working in community-facing services, has a background of working with persons who have/are experiencing adverse life challenges**, and is committed to providing **excellent support to the frontline team** who are **delivering successful outcomes for our service users**. To be successful in this role, you will have **excellent person-centred skills and strong relationship management skills**.

Key Responsibilities

Coordination & Administration

- Dealing with telephone and email queries, including booking and rescheduling client appointments
- Managing post in and out of the Advice Centre, and also handling the dropping off and collection of service user documents, ensuring adherence to confidentiality, information sharing and GDPR
- Attending daily/weekly Case Management and Case Progression meetings to ensure cases are tracked, that client care packs, case closure letters etc. are sent out
- Coordinating events to recruit new referrers to the service
- Committed to promoting the well-being and health & safety of staff (and service users) as a priority.
- Support the Advice Centre Manager to ensure that agreed KPI's are met and that the Advice Centre is consistently reaching its milestones
- Contributing to developing processes and procedures for the Advice Centre.

Quality assurance, reporting and service improvement

- Supporting and producing data for reporting to a diverse audience including Senior Management Team and funders
- Maintaining the database of referrers and tracking use of our services

- Capturing and extracting monthly use data and identifying issues with capacity
- Involvement in ensuring that systems and processes in use at the Advice Centre are fit for purpose
- Working closely alongside the Advice Centre Manager and other departments within the organisation, particularly Operations, to ensure we are compliant with our AQS accreditation and only operating within the scope of advice
- Ensuring that service users and other stakeholders, including donors, funders and corporates have confidence in the quality of the Advice Centre service
- Supporting the collection of peer/service user feedback, and suggesting creative ways of continually enhancing and improving the service
- Support the Advice Centre Manager to maintain an early warning system, identifying pinch points, and swiftly raising and resolving any barriers to the delivery of a quality and efficient service

Promote the Values of First Love Foundation

- Promote the values of First Love Foundation and participate as a full member of the team. Wherever appropriate, support initiatives and activities across the whole organisation
- Undertake any other appropriate duties as requested by the senior management team
- An Occupational Requirement exists for the post-holder to be a practising Christian in accordance with the Equality Act 2010

Person Specification

Ideally from a welfare rights advice and poverty-tackling background, you will be able to demonstrate significant effectiveness from previous roles and the ability to communicate effectively with all levels of stakeholders.

You will have a **strong customer service ethos**; passion for **delivering a quality service** and as a result, will ensure the highest standards are achieved by the Advice Centre Team.

You will have at least 2 years' experience of admin and coordination in a community-facing service, you are able to demonstrate significant effectiveness in previous roles and the ability to communicate effectively with all levels of stakeholders.

You must be able to:

- Work in a busy frontline setting, remaining focused on expert service delivery, networking and relationship management and delivering against expected success factors, outcomes and KPI's.
- Hold challenging and uncomfortable conversations, using various interpersonal skills to promote positivity and where necessary, to de-escalate difficult situations.
- Have a good understanding of the social and economic and wellbeing challenges our service users are experiencing.
- Efficiently use Advice Pro/Similar CRM and Microsoft Office, and you must be able to maintain a database of referral and partner agencies.

We welcome applicants with lived experience and those from a variety of backgrounds, particularly Bengali and eastern European.

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| Essential Skills | <ul style="list-style-type: none">○ Effective general day-to-day administration and coordination support to the Advice Team○ Effective management of incoming casework including referrals/self-referrals via our online referral systems○ Effective tracking of cases across the entire case management cycle○ Excellent interpersonal and communication skills with service users, staff and volunteers○ Effective engagement of a range of internal and external stakeholders○ Consistently demonstrating sensitivity, understanding and a non-judgemental approach○ Monitoring caseloads and workers' capacity to take on new cases○ Ability to accept constructive criticism and work well under pressure○ Ability to use our CMS (Case Management System) and the main software packages competently○ Collating and analysing statistical information, and producing and presenting reports○ Contributing to managing Safeguarding and information sharing protocols○ Support and promote the Foundation's policies |
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| Desirable skills | <ul style="list-style-type: none">○ Understanding of the needs of different people groups and an acute awareness of inclusion and diversity issues○ Ability to ensure our services are fair, efficient and effective○ Ability to contribute to a workplace where everyone feels valued and has a sense of belonging○ Ability to be proactive○ Ability to think beyond own area of responsibility, considering wider policy and organisational implications of issues |
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How to apply for this role

- Send your CV and a covering letter to recruitment@firstlovefoundation.org.uk detailing how your experience and qualities meet the requirements of this role and why you are interested in the role by 22nd July 2022.
- Deadline: 22nd July 2022- If you are interested, please submit your application as early as possible, since interviews will be held on a rolling basis.
- Please note: We reserve the right to close this vacancy early if we receive sufficient applications for the role.