

Job Title	Support Worker (Advice Centre)
Team	Advice Centre
Salary	£28,000 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

Caseload management

- To ensure the smooth running of the day-to day Advice Centre service
- To carry out initial assessments, telephone consultations and case work with service users, their families, and carers
- To progress complex cases through to completion, ensuring that service users are no longer in need of emergency advice and support

Client Work

- Working with self-awareness and in view of equality, diversity and inclusion with a range of service users from different people groups and abilities
- Identifying the nature of the person's crisis / crises, assessing their support needs and those of any household members, and identifying solution pathways
- With guidance from advice workers/expert case worker, undertake better off calculations, assist with the making of new benefits claims, and submission of Mandatory Reconsiderations (MR's) where benefits applications have been refused
- Undertake applications for other benevolent benefits and grants
- Take detailed and accurate case notes, logging these and subsequent actions using our electronic Case Management System (training provided)
- Participate in multi-disciplinary Case Management meetings with other Advice Centre Team members and volunteers, ensuring that cases are progressed/escalated upwards, from referral to case closure

- To carry out all of the above in a supportive, non-judgmental and respectful manner, remaining aware of confidentiality/GDPR at all times

Teamwork

- Work closely with the advice workers and participate in daily/weekly case progression meetings
- Attend Advice Centre and wider FLF team meetings and contribute to decision making and service development
- Assisting the Coordinator and supporting volunteers
- With the Marketing Manager, be able to sensitively and where appropriate gather quotes and stories from clients to raise awareness and further the work of the charity
- To work collaboratively, effectively, and respectfully with all FLF colleagues and volunteers, ensuring that the Advice Centre service is dynamic, efficient and produces impactful outcomes for clients and funders.
- Attend local advice forum network meetings and promote the work of the Advice Centre Team

General

- You must be able to adhere to policies and procedures particularly in relation to Safeguarding, Data Protection and AQS (Advice Quality Standards)
- Promote the values of First Love Foundation, participate as a full member of the team and where appropriate support initiatives and activities across the whole organisation, such as fundraising events
- Demonstrate compassion and value for all people who come into contact or work with First Love Foundation and its associated projects
- Undertake any other appropriate duties as requested by the Senior Management Team
- An Occupational Requirement exists for the post-holder to be a practicing 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 **excellent interpersonal skills**; passion for **delivering a quality service** and as a result, will ensure the highest standards are achieved by the Advice Centre Team.

You are an experienced support worker with at least 3 years' frontline practice experience. You will be able to demonstrate achievement of:

- Communicating with people who have complex needs and have/are experiencing crisis in their lives
- Adopting a trauma informed approach with clients, and have knowledge of mental health first aid

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

Essential Skills

- Knowledge and understanding of key issues causing crisis and hardship in London – particularly unemployment, housing, domestic abuse, and mental health.
- Ability to work with a range of vulnerable clients in an advice, advocacy, or support capacity, to effectively engage with and support vulnerable clients.
- Ability to hold challenging and uncomfortable conversations, using various interpersonal skills to promote positivity and where necessary, to de-escalate difficult situations.
- Ability to work with databases and able keep up to date information records
- Maintain integrity and confidentiality, and appropriate handling of sensitive information

Desirable skills

- Ability to ensure our services are fair, efficient, and effective
 - Ability to create a workplace where everyone feels valued and has a sense of belonging
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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.