

<b>Job Title</b>	<b>Support Worker (Advice Centre)</b>
<b>Team</b>	Advice Centre
<b>Salary</b>	£28,000 pa (negotiable)
<b>Contract</b>	Full-time, permanent
<b>Location</b>	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.

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| <b>Essential Skills</b> | <ul style="list-style-type: none"><li>○ Knowledge and understanding of key issues causing crisis and hardship in London – particularly unemployment, housing, domestic abuse, and mental health.</li><li>○ Ability to work with a range of vulnerable clients in an advice, advocacy, or support capacity, to effectively engage with and support vulnerable clients.</li><li>○ Ability to hold challenging and uncomfortable conversations, using various interpersonal skills to promote positivity and where necessary, to de-escalate difficult situations.</li><li>○ Ability to work with databases and able keep up to date information records</li><li>○ Maintain integrity and confidentiality, and appropriate handling of sensitive information</li></ul> |
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| <b>Desirable skills</b> | <ul style="list-style-type: none"><li>○ Ability to ensure our services are fair, efficient, and effective</li><li>○ Ability to create a workplace where everyone feels valued and has a sense of belonging</li></ul> |
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## How to apply for this role

- Send your CV and a covering letter to [recruitment@firstlovefoundation.org.uk](mailto: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 22<sup>nd</sup> July 2022.
- Deadline: 22<sup>nd</sup> 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.