**Advice & Support Team - Personal Advisor**

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| **Job title:**  **Advice & Support Team Personal Advisor** | **Team:**  **Advice & Support Team** |
| **Accountable to: Advice & Support Team Manager** | **Line managing: None** |
| **Salary: £27,000**  **Pension**: (5% employer contribution conditional on min. 3% employee contribution) | **Hours: 35 hrs per week** |
| **Disclosure: Enhanced** | **Contract: Permanent** |

**Tackling the root causes of homelessness in East London**

For homeless people, or those at risk of homelessness, finding employment and housing opportunities can feel like an uphill battle, even more so if they’re affected by physical, mental health or substance misuse issues. Providence Row works with more than a thousand homeless and vulnerably housed people a year in East London, offering an integrated service of crisis support, advice, recovery and learning and training programmes. Our aim is to ensure that people who are so often excluded from mainstream services gain the support and opportunities they need to create a safe, healthy and sustainable life away from the streets. Central to our work are our core values of Compassion, Respect, Inclusiveness, Empowerment and Justice. These inform the content, style and delivery of our services.

**Team description**

Providence Row’s Advice & Support service works with rough sleepers and those at risk of homelessness in the London Boroughs of Tower Hamlets.

Our service is on the front line of both homelessness prevention and the local response to rough sleeping. The Team is comprised of 4 staff under the guidance of The Head of Advice and Support. The main emphasis of the service is to do everything possible to support people into appropriate accommodation in a borough and community, which they have rights and entitlements to. This work is often done in partnership with other organisations, some of which are funded to help people move away from a life on the streets or which may operate in other sectors such as health.

**Objectives for the Advice and Support Team are:**

* Increasing service user’s motivation and ability to take responsibility using a strength based approach.
* Reducing the likelihood that someone will become homeless through homelessness prevention work and using the In for Good principle
* Improving the financial situation of clients through advice and support to maximize income
* Increase the likelihood that accommodation solutions will be sustainable through access to learning and training projects, both at Providence Row and beyond.
* Directing clients to communities and services from which they have a right to support, which could include working with those who have no recourse to public funds
* Practicing safeguarding principles to anyone at risk

We are looking for enthusiastic people who are keen to play a crucial role in engaging the people we work with to access services that will help them into accommodation and away from sleeping rough, living in insecure housing or housing whereby they are at risk.

**The ideal candidate**

Passionate about providing quality support to some of the most vulnerable and excluded people in East London, you will have the drive and ambition to support your team to make positive lasting changes in people’s lives.

You have experience of delivering specialist support to vulnerable adults who have experienced homelessness. With experience in service delivery and a strong understanding of how other factors such as rough sleeping, mental health, trauma and substance use affect an individual’s confidence and perceived ability to progress, you will live out our values in your approach to your work.

You will have a good understanding of safeguarding vulnerable adults and the ability to follow organisational and local authority protocols.

You will utilise your great organisational and time management skills to ensure a smooth running of service. You will have excellent communication skills and can create positive working relationships with a wide range of people, including external services.

The role of Personal Advisor (Advice and Support Team) is to engage with and support people who are sleeping rough or vulnerably housed.

**The role**

In order to support the achievement of the service aims, the Advice & Support Service Personal Advisor will:

1. **Deliver excellent support to people who will be, or are at risk of rough sleeping, consistent with the values of Providence Row of respect, compassion, empowerment, justice and inclusion. (50%)**

* Liaise with relevant partners to accept and assess new client referrals into the service based on the agreed criteria.
* Agree plans, in conjunction with clients, to move into accommodation and access specialist services which will address the underlying causes of their homelessness. This may include:
  + - Advice and support with accommodation
    - Support with benefits and other money issues
    - Reconnecting to a different area of the UK or community
    - Accessing mental health or substance misuse services
    - Linking clients to primary health care (which may involve working outside of normal office hours)
    - Regularly meet clients to review and update goals
    - Work with other agencies to provide joint support to clients where appropriate

1. **Ensure that all recording, evaluation and monitoring systems are used to demonstrate the impact of our work. (25%)**

* Record accurate data using the charity’s client database (Inform)
* Provide information and evidence to Managers to fulfil internal and external reporting requirements
* Participate in reviews and evaluations of work, reflecting on practice and continuously improving service delivery

1. **Promote the services of Providence Row through partnership working, networking and promotion of our work, building confidence and credibility in our work (15 %)**

* Liaise with partners and key agencies to ensure that client action plans are met consistently and professionally
* Attend meetings with relevant agencies and undertake visits to services which will support successful client work.
* Participate in the promotion of the service to clients and key referring agencies, including providing input to promotional materials, making presentations about the service, disseminating literature etc.

1. **Contribute to the delivery of the Advice and Support Team Service according to business and operational plans, funding and budgetary requirements (10 %)**

* Engage in the charity’s planning process each year, contributing to the continuous improvement of the Team.
* Provide information on good practice and developments
* Participate in learning and continuous professional development which will meet both individual and business needs.
* Contribute to review, improvement and implementation of Providence Row policies, procedures and systems, ensuring legal compliance and best practice.
* Work alongside volunteers with the role of adding value to the work of the service, providing supervision and support where necessary

**Other Duties**

* Take on occasional pieces of work as agreed between the Personal Advisor and the Advice & Support Team Manager as required. (Duties will fall within the scope of the post at the appropriate grade.)
* Attend evening and weekend meetings and functions as required.
* Work in accordance with the Charity's values, guiding principles, policies & procedures.

**Person specification**

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| **Knowledge and Experience** | |
| Knowledge and an understanding of a range of approaches to key working and case working with service users and the implementation of different agendas, such as personalisation, motivational interviewing and solution focused planning. | Essential |
| Experience of working with rough sleepers and the relevant legislative frameworks | Essential |
| Knowledge of the duties owed to the homeless under Part VII of the Housing Act 1996 and the Homelessness Act 2002, and the Homeless Reduction Act 2017 | Essential |
| Experience of managing challenging behaviour | Desirable |
| Ability to work in partnership with other staff (both internally and from external organisations) to achieve good results with clients | Essential |
| Understanding and experience of working within professional boundaries | Essential |
| Excellent IT skills | Essential |
| Excellent verbal and written communication skills | Essential |
| Excellent time management skills and the ability to work to deadlines | Essential |
| **Attributes** | |
| The ability to take responsibility for professional development, attending training and development sessions to keep up to date with current housing issues and topics related to the post and to attend training in order to develop skills and competency. | Essential |
| **Competencies** | |
| Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion) | Essential |
| Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect) | Essential |
| Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness) | Essential |
| Works *with* people, not *for* people, to enable them to realise their gifts, abilities and talents (Empowerment) | Essential |
| Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice) | Essential |