



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Senior Personal Advisor Advice & Support Team

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| Job title: Senior Personal Advisor (AST) | Team: Advice & Support Team |
| Accountable to: Head of Advice & Support Team Manager | Line managing: 3x Personal Advisors |
| Salary: £28,000 Pension: Auto -enrolment after 3 months | Hours: 35 hrs per week |
| Disclosure: Enhanced | Contract: Fixed term to March 2021 with possibility of extension, dependent upon funding |

Team description

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

Our service is on the front line of both homelessness prevention and the local response to rough sleeping. Beginning with a volunteer-led triage assessment process in our Welcome Area, clients are allocated according to specialisms in the team covering preventative work and support for rough sleepers. The service is comprised of 11 staff under the guidance of The Head of Advice and Support. The main emphasis in the service is to do everything possible to move people into appropriate accommodation in a borough or community in which they have rights and entitlements to services. 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.

The role of Senior Advisor (Advice and Support Team) is to engage with and support people who are sleeping rough or vulnerably housed, either directly, or through the delivery of team objectives in collaboration with the Head of Advice and Support.

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Key objectives for the role are:

1. Support the Head of Advice and Support through day to day operational leadership within the Advice & Support Team (30%)
2. Line management of 4 advice and support personal advisors.
3. Deliver excellent support to people who are sleeping rough or vulnerably housed, consistent with the values of Providence Row of respect, compassion, empowerment, justice and inclusiveness. (20%)
4. Carry out case allocation and support workers with technical elements of their casework (20%)
5. Ensure that all recording, evaluation and monitoring systems are used to demonstrate the impact of our work and contribute to the development and implementation of operational improvements. (20%)
6. Promote the services of Providence Row through partnership working, networking and promotion of our work, building confidence and credibility in our work. (10%)

Responsibilities and duties:

1. Support to Head of Advice and Support (30%)

- Line management of four Personal Advisers
- Ensure the service is delivered to a high standard, reflecting best practice on a daily basis
- Work to service improvement objectives and team plans
- Alongside management oversee all Advice & Support Team reporting to commissioners to ensure delivery against the team objectives and Service Level Agreement conditions
- Contribute to the day to day management of the premises to ensure that facilities run smoothly for staff and clients
- Support management and other senior workers to manage Incidents on site;
- Contribute to partnership development
- Work alongside colleagues to ensure cross departmental support and appropriate support of shared clients

2. Client support (20%)

- Carry a small caseload of complex cases
- Contribute to the smooth running of the Resource Centre to ensure Providence Row is an enabling environment
- Assist managers and the frontline team to review client related incidents and follow up on complaints

3. Team support (20%)

- Contribute to the Providence Row assessment procedure
- Oversee a 12 months quality review cycle to ensure AQS compliance
- Allocate cases after initial triage assessment
- Support colleagues with technical queries relating to case progression
- Attend training relating to housing advice and present the learning back to staff teams
- Supervision of assistant advice workers, peer mentors and volunteers as required

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4. Demonstrating impact (20%)

- Ensuring monitoring systems are up to date and that development is ongoing
- Contributing to monitoring reports and meetings
- Assisting with the review of assessment and recording systems
- Working with other department leads on service user feedback collation

5. Partnership Work (10%)

- Work with the Advice and Support Services Manager to identify new partnerships while also developing existing arrangements
- Supporting the team with attendance at key networking events in the area
- Contributing to the community engagement plan
- Contribution to fundraising and community events including open evenings

Other Duties

- Take on occasional pieces of work as agreed between the Advice & Support Senior Adviser and the Head of advice and support (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.

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Person specification

| Knowledge and Experience | |
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| Experience of providing housing advice in accordance with AQS standards and have a good working understanding of homelessness legislation | Essential |
| Experience of undertaking needs and risks assessments and establishing a housing history using an evidence- based approach | Essential |
| Experience of presenting cases to local authorities for housing assistance | Essential |
| Experience of managing challenging behaviour in an assertive, positive and supportive way | Essential |
| Experience of the development, supervision and line management of peers, volunteers and staff to deliver against ambitious plans | Desirable |
| Experience of networking and managing relationships effectively with a range of partners from the voluntary, public and private sector. | Essential |
| The ability to maintain, update and implement monitoring and evaluation systems which demonstrate impact | Desirable |
| Experience of maintaining, implementing and reviewing well structured, clear plans. | Essential |
| Attributes | |
| Is emotionally resilient, self-aware and reflective. | Essential |
| Commitment to the core values of Providence Row. | Essential |
| Ability to work outside of normal office hours as required | Desirable |
| Competencies | |
| The ability to work on own initiative, be self-administering, meet targets to required standards and work in the field in line with lone-working policies. | Essential |
| Ability to work in partnership with other staff (both internally and from external organisations) to achieve the best for our clients and the organisation | Essential |
| The ability to work under pressure, to organise and prioritise work and to deliver a high volume of tasks to a high standard and to deadline to meet individual targets, including responding to emergencies | Essential |
| The ability to take responsibility for professional development, attending training and keep up to date with changes in legislation and social care developments | Essential |
| Excellent verbal and written communication skills | Essential |
| Excellent IT skills | Essential |
| Excellent time management skills and the ability to work to deadlines | Essential |

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