

Advice & Support Service Assistant Personal Advisor

Job title: Advice & Support Service Assistant Personal Advisor	Team: Advice & Support Service
Accountable to: AST Senior Personal Adviser	Line managing: None
Salary: £20,500 Pension: Auto enrolment after 3mths	Hours: 35 hrs per week
Disclosure: Enhanced	Contract: Permanent

Team overview

Providence Row's Advice & Support service 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 that begins in our Welcome Area, clients are allocated according to specialisms in the team covering preventative work and support for rough sleepers using a 'strength based approach'. 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
- Maintaining the quality standard achieved through the award of AQS status in 2017.

The role of Assistant Personal Advisor (Advice and Support Team) is to engage with and support people who are sleeping rough or vulnerably housed. We are looking for an enthusiastic person, who is keen to play a crucial role in engaging the people we work with to access services that will help them get off and stay off the street.

Key Responsibilities

In order to support the achievement of the service aims, the Advice & Support Service Assistant 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.
- Carry out initial triage and full assessments of all new service users, alongside our Welcome Area volunteers, to establish housing need and any other factors, which may affect someone's housing.
- To support the Advice and Support Team & Welcome area coordinator with the allocation of newly triaged services users.

This may include:

- Help with benefits and other money issues
- Help with applying for identification documents
- Making referrals to Streetlink
- Accessing mental health or substance misuse services
- Linking clients to primary health care (which may involve working outside of normal office hours)
- Work with other agencies to provide joint support to clients where appropriate

2. Timely update monitoring systems to evidence clients' progress and meet funders requirements as well as record the general 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.

3. 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 consistent and professionally delivered client action plans.
- Attend meetings with relevant agencies and undertake visits to services that 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 and so on.

4. 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 that 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 Service 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.

Personal Specification

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 <i>with</i> people, not <i>for</i> 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