



## JOB DESCRIPTION

### Advice Worker - Wales

*Funded by The National Lottery Community Fund Wales*

#### **Key responsibilities:**

We're specifically looking for a bilingual (Welsh/English) Advice Worker who will:

- Provide advice and information on welfare benefits and financial support, children's services, relevant legal orders, sources of parenting support and other issues that may be required.
- Respond to email and phone enquiries from clients, providing written and oral advice as appropriate.
- Research individual cases, assessing problems and identifying possible courses of action.
- Provide information and advice to enable clients to take any necessary action themselves.
- Signpost clients to other sources of help as relevant.
- Ensure web-based information and fact sheets are routinely updated and relate to kinship carers in Wales.
- Advocate on a client's behalf, for example, by writing letters or making phone calls.
- Interpret and explain legislation, official documents or letter to clients.
- Carry out charity applications on behalf of clients.
- Refer clients to other sources of help, for example legal advice, children's services, mediation, or other advice and information services.
- Ensure impartiality and confidentiality when dealing with clients.
- Keep up to date with appropriate legislation, changes to welfare benefits and other relevant policies.
- Maintain confidential case records and administrative systems, including details of advice given and referral sources.
- Ensure all data is stored in accordance with General Data Protection Regulation (GDPR).
- Maintain systems for collecting feedback from users for monitoring and evaluation purposes.
- Work closely with the Advice Service Manager (line manager), attending regular support and supervision meetings and contributing to an integrated approach to service provision.
- Work closely with colleagues as required, both within the Advice Service team and across Grandparents Plus especially the Development Manager for Wales, to

support the delivery of other programmes and services through the advice service and to promote the service to a broad kinship audience.

- Supervise volunteers or interns as required.
- Build effective working relationships with other organisations in the sector.
- Ensure all safeguarding policies and procedures are followed at all times to protect both staff and service users.

### **Standard Clauses**

- The post holder must at all times carry out their responsibilities with due regard to Grandparents Plus' Equal Opportunities Policy and Safeguarding Policy
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times
- This role will require satisfactory enhanced Disclosure and Barring Service (DBS) clearance
- The post holder must respect the confidentiality of data stored electronically and by other means in line with Data Protection legislation.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Grandparents Plus offices.

**Note - this job description is not exhaustive. Grandparents Plus reserves the right to add to or revise it at any time in agreement with the post holder.**

**Appointment is subject to the successful completion of an enhanced DBS check.**

**The ability to communicate in Welsh is essential for this post**

### **Person specification**

#### **Essential**

- Excellent verbal and written communication skills in both Welsh and English.
- Minimum one year of recent experience of advice work, in a voluntary sector advice setting, including benefits advice.
- Experience of giving telephone and written advice.
- Detailed knowledge of the benefits system including current welfare reforms.
- Experience of working with socially excluded or marginalised people and their families.
- Proven understanding of the importance of confidentiality and a non-judgemental approach.
- Evidence of awareness of safeguarding issues and good practice.
- Proven ability to research complex information and communicate this in an easily understandable way.
- A demonstrable knowledge of other relevant sources of advice and information.

- Evidence of good judgment, knowing when to seek advice or signpost clients to other sources of advice.
- The ability to work flexibly, collaboratively and effectively as part of a small team.
- Proven ability to remain calm under pressure.
- Experience as working as an advisor in the third sector.
- Experience of organising and prioritising a busy workload without close supervision.
- Proven clear understanding of the need to make good case records.
- Excellent interpersonal skills and in particular a sensitive telephone manner.
- A commitment to the vision, mission and values of Grandparents Plus.
- A demonstrable commitment to equality of opportunity.
- Right to work in the UK.

#### **Desirable**

- Personal experience of kinship care.
- Citizens Advice Certificate in Generalist Advice Work or equivalent.
- Experience of the voluntary sector, particularly working in a small voluntary organisation.

We are incredibly proud that this role is funded by **The National Lottery Community Fund** **Wales** and will help us help address the additional challenges presented by the COVID-19 pandemic for our kinship carers in Wales.

