

# COMPASSION ACTS

Victoria Centre, 197a Sussex Road, Southport, PR8 6DG  
Tel: 01704 264505

Thank you for your interest in our new Advisory Role position. Please find enclosed a Job Description, Person Specification and Application Form. **The closing date for applications to be received is Friday 15<sup>th</sup> October 2021, 12 noon.**

You must demonstrate how you meet each of the requirements as outlined on the Person Specification; you may use additional sheets of paper if required. Please note that CVs or other forms of submission for the role will not be accepted.

We wish you good luck with your application and if you would like an informal chat about the role before applying, please contact us on 01704 264505.

## **About Compassion Acts**

Launched in the summer of 2019 and emerging out of a previous Organisation (Southport & Formby Churches Debt Centre Ltd) the charity has a good reputation in the local area for the provision of the Trussell Trust Foodbank and other wrap around services. To strengthen the capacity of the Organisation and to meet increasing needs from the public, it has been structured with staff and volunteers falling into two main teams.

### **1. Poverty Reduction**

This includes our Foodbank operations for those in emergency situations, our expanding Food Pantry service for the 'just about managing' and the Next Steps project for life-skills training.

### **2. Advice & Support**

This includes the welfare benefits advice team, the Southport Community Money Advice (SCMA) debt advisers. Each of these rely on volunteers for different aspects of the services.

There is also the desire to strengthen the core functions of the charity in finance, HR, fundraising, influencing, communications, and administration in a team alongside the CEO.

We are looking for an applicant who will not only fit into our existing team but will support the Charity in the wider concept and supporting our vision and 5 year Strategic Plan 'Going Upstream'.

## Job Description

<b>Job Title:</b>	Advisor
<b>Responsible to:</b>	Advice and Support Manager
<b>Rate of Pay:</b>	£10.50 per hour plus pension contribution
<b>Hours:</b>	16 hours per week (to be worked by agreement)
<b>Term:</b>	Fixed Term Contract until 31 <sup>st</sup> January 2023, with potential to be renewed, subject to funding.

### Job Purpose:

To be an additional team member to support service users from the point of enquiry, enabling them to access timely support for welfare and/or debt advice. Obtaining information from the client and progressing the case to an appropriate level.

### Main duties:

- Advise, assist and support service users who could benefit from welfare benefit and/or debt advice in accordance with agreed procedures, policies and good practice.
- After appropriate training, take responsibility for Debt Advice under the Community Money Advice (CMA) model. Maintain appropriate records in line with CMA and FCA guidelines.
- To engage in relevant training and maintain up to date knowledge of the benefit system. Initially shadow the welfare advice interviews and sessions with clients, learning 'on the job' the details of how to complete benefit claim forms, reassessments and Appeals.
- Develop a caseload and maintain detailed, up to date and confidential case notes and supporting documentation for the purpose of information retrieval and continuity of casework.
- To act as an advocate for service users.
- To work and liaise with other team members, to share information and to support best practice.
- To refer clients to other colleagues /services to assist in meeting any identified needs and liaise and negotiate with relevant agencies.
- To Deputise and backfill for the Advice and Support Manager.
- Provide administrative back-up for the Advice and Support Manager.

- To assist the Advice and Support Manager in developing and delivering courses and training to clients and volunteers.
- Provide relevant and appropriate data for the purpose of monitoring and evaluation to meet the requirements of the Charity, Financial Services Authority and other stakeholders.
- Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.
- Undertake any other reasonable duty consistent with the operation of the service required by the Charity.

### **Health and Safety**

It is the general duty of every employee to take reasonable care of their own health and safety and that of others and to co-operate with management in meeting its responsibilities under the Health and Safety at Work Act. Any failure to take such care, or the contravention of safety policy or managerial instructions may result in disciplinary action being taken.

### **Data Protection and Client Confidentiality**

All staff are required to adhere to the regulations of Compassion Acts Confidentiality and Data Protection policies and procedures in support of the Data Protection Act (2018), ensuring they respect the confidentiality of all matters they may learn relating to their employment, other members of staff and the general public.

### **Variation**

The postholder may be required to undertake other duties commensurate with the role. Some duties may be subject to variation changes and will only be made after consultation with the postholder.

### **Policy and Procedure Expectations**

Employees are required to comply with all policies and procedures of Compassion Acts including equality and diversity, data protection, health and safety and safeguarding.

### **Supervision, Training and Development**

Employees are required to participate in regular supervision and personal and staff development planning sessions, as required.

## **Other Terms of Employment**

- A group pension scheme with employer contribution of gross salary.
- 28 days Annual Leave entitlement per year, this includes Statutory Holidays (pro-rated for part-time employees).
- An unconditional offer of employment will be made to the successful candidate, subject to successful completion of the following pre-employment screening checks:
  - Evidence of a satisfactory Enhanced Certificate of Disclosure certificate from the Disclosure Barring Service
  - Evidence to confirm the candidate's Right to Work in the UK
  - Receipt of two references, satisfactory to Compassion Acts

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## Person Specification

### Advisor Role

	<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
1.	Relevant experience of providing advice and/or support in a client or customer facing role	X	
2.	Relevant experience in providing debt and/or budgeting advice		X
3.	Experience in working with volunteers and in Charities		X
4.	Experience in developing and delivering group training sessions		X
	<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
5.	Ability to quickly understand and prioritise complex issues	X	
6.	Ability to analyse spending habits and support with budgeting	X	
7.	An understanding of the welfare benefits system (England and Wales)		X
8.	An understanding of debt advice and debt solutions		X
	<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
9.	Ability to write clear and concise reports and keep accurate case records	X	

10.	Proficient in the use of Information Technology, particularly MicroSoft Word, Excel as well as Databases	X	
11.	Excellent assessment and communication skills, both written and verbal	X	
12.	Strong organisational skills	X	
13.	An imaginative and committed approach to the development of the service and quality assurance	X	
14.	Ability to maintain accurate records, in line with Data Protection Act (2018)	X	
	<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>
15.	An understanding of and empathy with people and their problems, together with a positive and non-judgemental attitude towards clients	X	
16.	Able to demonstrate an ability to work as part of a team, as well as independently.	X	
17.	Ability to liaise at all levels	X	
18.	Commitment to continually develop and update professional knowledge	X	
19.	Possess a can-do attitude with the willingness to respond creatively to a fast-moving environment	X	
20.	Appreciating the values of the Charity in aiming to reduce poverty and improve wellbeing	X	