**JOB DESCRIPTION**

**Job Title:** Outreach Advisor (Building Financial Resilience in Retirement)

**Responsible To:**  Project Coordinator

**Duration of position:**  31 March 2018 - one year fixed term post

**Salary** £22,434 (Scale 5 point 25)

**Pension:** % to be confirmed

**Hours:** 35 hours per week

**Purpose of Post**: To assist in the delivery of a digital training programme which aims to improve the financial capability of hard-to-reach older people.

The appointed person will offer Benefit and Entitlement Checks and have knowledge of Money and Debt issues.

**DUTIES**

To plan and implement Advice Clinics aimed at the project participants; perform Benefit and Entitlement checks, and make relevant claims.

To identify money and debt issues and make relevant claims and make appropriate referrals as necessary

To provide information sessions and aid the Project Coordinator in delivering digital inclusion and financial capability training to harder-to-reach older people across Northern Ireland

Develop and update information and training materials for use within the project, including online resources.

To carry out all follow-up work and administration, including preparation for interviews, reviews and tribunals

To represent clients at interviews, reviews and tribunals as required

To maintain comprehensive and up-to-date confidential case records for all clients using the Advice Pro case management system

To assist the Project Coordinator to identify eligible hard to reach older people for project participation.

To identify, record and follow up social policy issues as they arise and Advice NI considers appropriate

To use effective and appropriate referral mechanisms; accepting referrals and signposting/referring to partner agencies; conducting appropriate follow-up

To assist the Project Co-ordinator in implementing the evaluation plan, collecting data, preparation of case studies, and focus group preparation.

To undertake periodic client profiles and customer satisfaction surveys

To update relevant sections of Rights4Seniors website and social media.

To keep up-to-date with changes to the benefits system and any other relevant legislation

To assist the Project Co-ordinator to prepare reports and to provide documentation required by the Project Steering Group, Advice NI, MAS or other stakeholders

To contribute to the development and implementation of a communication and marketing plan to promote the project.

To facilitate and liaise with volunteers in their roles within the project.

To ensure that the Project Co-ordinator is informed of any training requirements or gaps in knowledge

To participate fully in training programmes, both internal and external, as arranged by the Project Co-ordinator

To attend team meetings/adviser forums as required and participate in quality assurance

To represent Advice NI on appropriate outside bodies and co-operate with other relevant agencies as may be required

To use new technology following appropriate training and where technology is available

To carry out general clerical duties.

To undertake any other tasks as may be required.

**Outreach Advisor (Building Resilience in Retirement)**

**Job Specification**

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|  | **Essential** | **Desirable** |
| ***Education*** | Good standard of education  Completed Law Centre (WRAP), NIACAB (ATP) or Wiseradviser training or relevant equivalent | Third Level Qualification |
| ***Experience*** | One year’s demonstrable experience (paid or unpaid) of providing welfare rights advice - face to face or telephone – gained in the last 3 years  Demonstrable experience of writing content for the web  Evidence of using mobile devices e.g. tablets, smart phones | Experience of delivering training  Sound knowledge of the social security system  Experience of helping older people with a range of entitlements  Experience of using a content management system |
| ***Skills*** | Excellent verbal and written communication skills.  Presentation skills.  Evidence of ability to understand complex information and legislation.  Case recording skills.  Ability to work with figures.  Ability to prioritise own workload and to use initiative regarding assisting clients.  Ability to communicate sensitively and effectively with Advice NI clients and other key stakeholders | Working knowledge of Microsoft Office  Research skills |
| ***Knowledge/***  ***values*** | Knowledge and understanding of financial capability for older people.  Commitment to the aims and principles of the service, e.g. equal opportunities.  Ability to work on own initiative and as part of a small flexible team and share knowledge  Demonstrable sympathetic and non-judgemental attitude.  Knowledge of the voluntary & community sector | Knowledge of the issues affecting older people.  An understanding of a rights-based approach to producing content for older people.  Sound knowledge of the advice sector in Northern Ireland |
| ***Personal attributes*** | Flexible approach to working hours.  Friendly and approachable manner.  Ability to work under pressure and to strict deadlines.  Accuracy and attention to detail.  An understanding of the core values of Advice NI. |  |
| ***Other*** | Current driving license and access to car |  |