A drawing of a person

Description automatically generated

BCDA, as Lead Partner of South Belfast Advice Consortium, is seeking to engage a committed and dynamic person to support our very diverse communities in South Belfast. This is a generalist advice position and sits at the core of BCDA’s long standing commitment to both developing and delivering Advice Services in South Belfast. The role is complex and challenging, requiring an adaptable, willing to learn with a commitment to the rights of individuals and families. It also requires a knowledge of multiple areas and systems pressuring individuals and families in the “post-pandemic” environment and the cost of living crisis.

If you have a commitment to people and a passion for their rights, you will fit into our experienced team.

**Job Title:** Advice Worker (Entry Level)

**Term: 31st March 2026** (six month probationary period)

Location: BCDA

Salary: £25584 pro rata pa

Hours: 37½ per week (negotiable)

Reporting to: Senior Advice Worker, CEO

Role Purpose: You will –

* Deliver advice and advocacy services on all welfare benefits, housing and a range of other generalist issues at BCDA and as directed at our 11 outreach centres through a number of channels and means.
* Assess the welfare support needs of clients to maximise incomes and link those needs through the provision of a quality, free, confidential and accessible advice service.
* Provide an efficient and effective service, in a multi – channel environment, that meets the support needs of clients and gather facts and assess clients' problems by interviewing and listening to them, and use this information to determine how best to help and advise them. Consider options and identify the best possible course of action and carry out research where necessary to find out more in-depth information.
* provide practical help such as writing letters, making phone calls and helping clients fill in forms

* refer your clients to other services and sources of help where appropriate.
* Good organisational skills and able to work to a schedule of appointments
* Maintain comprehensive case records using Advice-pro.
* Work within the long -standing bounds of confidentiality in the Advice Service and the culture of care in BCDA.
* Work as part of the team and with Senior Management to ensure your continuous professional development, undertaking training as required.
* Attend Team, staff and any other meeting as required.
* Undertake any other reasonable duties consistent with the post and with the aims and objectives of BCDA.
* liaise with other BCDA projects and external organisations,
* keep up to date with the changing context around benefits and other advice matters.
* write reports and compile statistics on cases covered and services provided.
* Work in an impartial manner with relevant networks and statutory agencies.
* Undertake mandatory training as directed

Role Specification

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| Education | Good standard of education with GCSE (or equivalent) in English and maths | Completed Law Centre NI or Advice NI Basic Welfare rights Training |
| Experience | Experience of working with the public in a paid or voluntary capacity | One year’s experience in direct advice provision, either paid/voluntary |
| Skills | Excellent verbal and written communication skills.  Evidence of ability to understand complex information.  Ability to prioritise own workload and to use initiative regarding assisting clients.  Experience of working as part of a flexible team and sharing knowledge |  |
| Knowledge & Values | Commitment to the principals of free, impartial, independent and confidential advice. |  |
| Personal Attributes | Friendly and approachable manner  Flexibility. |  |

**Please return your completed application, along with Monitoring form and Criminal convictions disclosure to The Monitoring Officer by 4 pm on Friday 7th February 2025**

**Return forms to** [**gerry.tubritt@bcda.net**](mailto:gerry.tubritt@bcda.net)