

## Richmond AID Person Specification and Job Description

<b>Name of Role</b>	Advisor (Information Navigation team)
<b>Responsible to</b>	Information Navigation Manager
<b>Post Description</b>	<p>To work as an Advisor as part of our Community Independent Living Service (CILS) Information Navigation team to support disabled people, carers and people with long term health conditions by</p> <ul style="list-style-type: none"> <li>• Providing advice and information on rights and entitlements and supporting people to achieve their rights and entitlements</li> <li>• Providing specialist one-to-one support, casework and advice and information on a range of areas including housing, health, social care, employment, discrimination, benefits etc.</li> <li>• signposting and referring to services that can improve physical, mental and economic wellbeing and will help people maintain or regain independence in their own home and community.</li> </ul>

<b>Experience &amp; Knowledge</b>	<b>Skills &amp; Abilities</b>
<p><u>Essential</u></p> <ul style="list-style-type: none"> <li>• 2 years' experience of advice giving and managing a caseload with targets</li> <li>• Knowledge of legislation and policy changes in health and social care affecting disabled people</li> <li>• Experience of setting, recording and evidencing outcomes</li> <li>• Experience of developing and maintaining effective working relations with partners</li> <li>• Excellent administration skills and excellent working knowledge of MS Word, Outlook, database entry and other applications</li> <li>• Understanding of the practical implementation of equality, confidentiality, data protection and safeguarding policies and issues</li> <li>• Understanding of the social model of disability</li> </ul> <p><u>Desirable</u></p> <ul style="list-style-type: none"> <li>• Experience of working with disabled people or marginalised client groups</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to– identify and resolve problems</li> <li>• Empathic approach</li> <li>• Able to work independently as well as part of a team</li> <li>• Report writing skills</li> <li>• Action orientated and can-do approach</li> <li>• Good time management and task prioritisation</li> <li>• Excellent organisational skills</li> <li>• Excellent communication skills both written and oral</li> </ul>
<b>Other requirements</b>	
This post will be subject to a satisfactory enhanced DBS check carried out by Richmond AID.	

<b>Main Tasks and Duties</b>
<ol style="list-style-type: none"> <li>1. Provide advice and support through appointments at the Disability Action and Advice Centre, outreach sites and home visits to people over the age of 18 living in the borough of Richmond.</li> <li>2. Deliver advice through a variety of mediums – for example face- to- face or virtual appointments as well as telephone, letter and email and home visits.</li> </ol>

3. Work in a person-centred way with people on issues and solutions they have identified, enabling choice and control in decision making on issues impacting on them.
4. Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problems and empower them to set their own priorities.
5. Use information sources to find, interpret and communicate the relevant information.
6. Research and explore options and implications so that clients can make informed decisions.
7. Support the client by negotiating with third parties such as statutory and non-statutory bodies by drafting or writing letters, emails or making phone calls on their behalf.
8. Participate in a programme of outreach as determined by your manager.
9. Actively promote and refer people to activities and support that helps people build networks of social support.
10. Liaise and create effective working relationships with partner organisations.
11. To liaise and work with social work teams and other departments within LBRUT as hospitals, GPs and community health services, follow up actions and relay concerns.
12. Engage disabled people, people with long term conditions and carers in the mapping and consultations on service redesign to ensure their views are heard.
13. To provide a service to the wider community and marginalised communities treating people with respect, dignity and sensitivity.
14. To participate in key events organised by Richmond AID and other relevant partners.
15. Maintain detailed case records on our database for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
16. Ensure that all work conforms to Richmond AID's Advice Manual and the Advice Quality Standard.
17. Complete all monitoring and evaluation as required by the funder and Richmond AID.
18. Ensure that the project is compliant with the Social Model of Disability.
19. Comply with Richmond AID's policies and procedures.
20. Attend training and development as identified by you and your manager.
21. Attend team meetings and supervision.
22. You will need to travel within LBRuT as part of this post and occasionally may need to work outside of normal office hours including evening and weekends.
23. Any other work commensurate with the level of this post.