



Advice Service Coordinator

Job Description

Role:	Advice Service Coordinator
Hours:	10 hours per week to be delivered over 2 days. (Fixed term contract for 6 months)
Location:	Sutton Coldfield
Salary:	Band 2 - £20,000 - £23,000 (£10.25 p/h - £11.79 p/h) Pro Rata

About Our Place Advice Service

The Our Place Advice Service provides information and support on welfare matters specifically focussed on welfare benefits. The Advice Service aims to support the most vulnerable members of our community - those who are not typically able to independently access universal welfare support services. Our support is bespoke to each client and we offer support through to a sustainable outcome.

Purpose of the role

- To ensure the efficient day to day running of the Advice Service.
- To coordinate a small team of Advisors.
- To liaise with referring agencies to ensure a strong multiagency approach to support.

Key role and responsibilities

1. To coordinate the weekly delivery of the Advice Service.
2. To coordinate a small team of volunteer and consultant Advisors delivering welfare advice and support.
3. To oversee referrals, i.e. receive, allocate and close.
4. To be the initial point of contact for service users.
5. To undertake the administration of cases including recording client details and outcomes.
6. To encourage and support clients to undertake service evaluation.
7. To be responsible for the safeguarding of clients and team members.
8. To work collaboratively with colleagues and the CEO on a regular basis.
9. To follow all Our Place Support policies and procedures.
10. To undertake any other duties as may be required from time to time.
11. To attend training to further professional development.

Commitment to Our Place

- To serve as a positive role model when representing Our Place Support by modelling desirable behaviours—e.g. patience, tolerance, and reflective listening.
- To be open to take constructive feedback by staff, volunteers and service users.
- To be willing to report any problematic issues including safeguarding issues.
- To be willing to adhere to all Our Place policies and procedures.



Advice Service Coordinator

Person Specification

Personal Qualities and Skills

- To be highly organised and self-motivated.
- To be a natural, genuine and consistent person.
- To value honesty and have patience.

Qualifications and Experience

Essential

- 18 Years and above.
- Pass qualification in English and Numeracy.
- Able to coordinate a small team of staff and volunteers.
- Able to provide positive encouragement and support to others within the team.
- Good knowledge or qualification in IT including Excel, Word and email.
- An understanding of the benefit system either as a professional or through lived experience.
- Knowledge of safeguarding adults and children.
- Excellent communication skills.
- Excellent organisation skills.

Desirable

- Experience in safeguarding vulnerable adults.
- Knowledge of welfare rights and housing.
- Experience of supervising others in a team environment.
- Experience in planning and delivering team meetings/training.