

JOB TITLE	Direct Services Support and Advocacy Worker
DURATION	Fixed Term from 3 rd January 2012 to 31 st March 2012
WORKING HOURS	37 Hours Per Week
RATE OF PAY	LASS Grade 6: £21,771 Per Annum
REPORTS TO	HIV Services Manager

JOB PURPOSE

To deliver face to face emotional and practical support, information, advocacy and advice services to empower and enable people affected by HIV in Leicester, Leicestershire and Rutland.

This post will require an understanding of individual advice, Financial Management, Benefits, Welfare Rights, Housing and Immigration.

Main Duties and responsibilities

Advocacy

- Support service users in the identification and analysis of issues they face.
- Set and agree individual support plans and provide relevant support to enable clients to progress towards best case solutions
- Identify and provide appropriate services for additional emotional, practical and financial assistance and support.
- Assist service users in application and referral processes including referral to external agencies.
- Lead case work meetings, liaise with and involve with relevant professionals to secure best possible outcomes for service users.

Financial advice

- Provide information and advice to support service users who struggle with day to day budgeting, financial management or debt.
- Work with service users in grant applications

Crisis Support

- Support and engage with service users on a one-to-one, or team basis in time of crisis.
- Assess crisis and issues being presented, defuse the situation and initiate responses to address recognised needs.

- Develop a workable support plan, including multi-agency working involvement, to assist service users to resolve crisis and issues as quickly as possible.

Data management & record keeping

- Ensure records are kept in timely fashion and relevant data is recorded.
- Ensure confirmation of HIV status is recorded for new service users.

Contact point and communication

- Be a point of contact for callers, through providing emotional help, needs assessment, one –to- one support, and referral and sign-posting to other agencies.
- Cover for colleagues where necessary.
- Represent LASS at meetings or other events.
- Be an active member of LASS, keeping CEO and colleagues informed of key issues and developments, and supporting effective communication between staff, volunteers and service users
- Undertake any other duties commensurate with the post as requested by line manager or CEO.

Terms and conditions may be found in Staff Handbook or employment contract

Person Specification

	Essential	Desirable	Assessed by*
Education/Training Qualifications: Level 3 or 4 in Health, social care, advice, community work or other related professional qualification.	√		App/Certs
Experience: Provision of advice and support to individuals Team work Case load management Negotiation skills Communication skills Self supporting in administration and IT Dealing effectively and sensitively with individuals and groups Work with other organisations and professionals Set priorities and manage own work load Can demonstrate a commitment to continuous professional development	√ √ √ √ √ √ √ √ √	√ √ √ √ √ √ √ √ √	Test/App/Int App/Int App/Int App/Int App/Int App/Test Int/Test Int/Test Int/Test App
Knowledge: Of HIV, issues, needs and services to support people affected by HIV Of the importance of confidentiality and equal opportunities. Of the work of LASS Immigration, Housing, personal finance, budgeting, employment, benefits or legal advice	√ √ √ √	√ √ √ √	Test/App/Int Test/Int Test/Int Test/Int

In accordance with the Equality Act 2010, reasonable adjustments will be made to the above requirements to accommodate a suitable candidate with a disability.

Core Job Competencies:

- Communication skills
- Partnership, referral and work with other professionals
- Advice, guidance and individual case work management
- Negotiation and advocacy skills
- Group work

Other requirements:

An understanding of, and commitment to, equal opportunities and the ability to apply this to work and day-to-day situations.

Able to work flexible hours including some evenings and weekends

Methods of Assessment

App = Application Form

Test = Test

Int = Interview

Cert = certificates