 Job Description

# Job Title Information, Advice and Guidance (IAG) Advisor – First Steps and Friendship Matters

**Location Washbrook House, Talbot Road, Stretford, M32 0FP**

**Salary £9.00 per hour/£16,380 per year**

**Hours per Week 35-hour post**

**Annual Leave 25 days plus 10 Statutory holidays (pro-rata for part time hours)**

**Reports to First Step Team Leader**

**Contract Fixed term to cover maternity leave**

**Job Summary**

Working within a customer contact centre environment as a First Step IAG Advisor, you will support adults and children by providing impartial Information, Advice and Guidance to people living with sight loss. This role will enable people of all ages living with sight loss to make informed choices about their future. You will provide solution focused interventions to enable an individual to cope with the challenges faced due to their sight loss, and access internal and external services as appropriate. Independence and friendship are at the heart of what we do to help people find the confidence to go beyond their expectations.

**Key Responsibilities**

* You will provide initial customer needs assessment over the telephone, email or other digital medium, and will provide impartial information, advice and guidance to people living with a sight loss and their families, and professionals who support people with sight loss.
* You will support and advise Group Leaders and volunteers to ensure that they adopt operating procedures in accordance with the Friendship Matters handbook.
* You will ensure Friendship Matter groups have the appropriate resources to operate effectively in their community.
* You will provide administration support for Friendship Matter group events and meetings.
* You will adopt and administer appropriate physical and digital mediums to enable a fully accessible First Step service to reach a wide geographical audience.
* You will provide person centered solutions to enable individuals to overcome the emotional, physiological and practical challenges faced through their sight loss.
* You will promote Henshaws Pathway to Independence and Henshaws Community Services at all opportunities.
* Where appropriate, you will internally signpost people to Henshaws services, including Henshaws Enablement Team for a more comprehensive personal plan to be developed.
* Where appropriate, you will refer customers onto partner agencies to provide an integrated and holistic support plan.
* You will input new referrals and on-going case notes to maintain customer records on the customer relationship management (CRM) database.
* You will actively manage your caseload, prioritising inbound and outbound calls, and following up on referrals to ensure the person received the help they required.
* You will work to key performance indicators, providing monthly monitoring and reporting to meet Henshaws’ objectives.
* You will be required to gather customer feedback via the completion of surveys.
* You will support the development of customer case studies to demonstrate the support provided through the Friendship matters.
* You will provide administration support for events and meetings.
* You will support visually impaired colleagues, visitors and service users, translating text/information into more accessible formats i.e. large font, audio and Braille etc. when required.
* You will liaise with internal and external staff across the Society in the development and delivery of Henshaws Community Services.
* You will keep up to date with Henshaws services and research the work of other organisations to ensure you have adequate knowledge of the local and national support network, and you will record and share this knowledge with team members.

**General**

* Attend all Henshaws mandatory and compulsory training sessions, taking responsibility to ensure training is up to date at all times.
* Take responsibility for your own personal and professional development, including CPD where appropriate.
* Facilitate training and knowledge sharing across Henshaws Society, and other providers where appropriate.
* Adhere to and support others to uphold Henshaws Values: Inspiring, Proactive, Sharing, Compassionate, Empowering, Informed
* Offer a flexible approach to working hours to meet the needs of the organisation.
* Represent Henshaws in professional manner at all times, contributing to fundraising, marketing and recruitment activities for Henshaws Society as required.
* The employee may on occasions be called upon to undertake work in other locations in order to ensure obligations to students, service users and third parties are fulfilled.
* Comply with Henshaws Health & Safety requirements and be aware of and adhere to current Henshaws policies and procedures
* Any other duty as required by the line manager commensurate with the post.

**Person Specification**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

****All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

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|  | **Criteria** | **Essential or Desirable** | **How Identified** |
| **Skills and Experience** | Understanding of the needs of clients with visual impairments and/or other disabilities. | Essential  | Application form /Interview |
| Ability to provide a comprehensive assessment of an individual’s needs. | Essential | Application form/Interview |
| Professional background and proven experience in providing people with Information, Advice and Guidance. | Essential | Application form/Interview |
| Excellent interpersonal skills and able to develop good working relationships with colleagues across the Society and a range of stakeholders including services users, their families/carers and professionals. | Essential | Application form/Interview |
| The ability to communicate clearly and effectively with people, from a variety of backgrounds and situations, both verbally and in writing. | Essential | Application form/Interview |
| The ability to work effectively both individually and within a team. | Essential | Application form/Interview |
| Experience of promoting independence and supporting people to achieve their goals. | Essential | Application form/Interview |
| Proven experience of signposting to and working with other partners as part of a multi-disciplinary team to maximise outcomes for an individual.  | Essential | Application form/Interview |
| IT literate with a working knowledge of MS office including Word, Outlook and Excel. | Essential | Application form/Interview |
| Demonstrate strong attention to detail, possess excellent time management skills with the proven ability to prioritise work effectively and meet deadlines. | Essential | Application form/Interview |
| Proven experience in meeting and reporting on specific outcomes. | Essential | Application form/Interview |
| The ability to work flexibly and to respond to changing situations. | Essential | Application form/Interview |
| **General & Specialist knowledge**  | Knowledge of the public and voluntary sector and an understanding of which agencies/organsisations support the provision of a service for people living with sight loss who could have other health conditions. | Desirable | Application form/Interview |
| Basic knowledge of aids and equipment relevant to the needs of people with sight loss. | Desirable  | Application form/Interview |
| Understanding of the CVI registration process. | Desirable | Application form/Interview |
| Experience of working with customer databases. | Desirable | Application form/Interview |
| **Education & Training** | GCSE grade A\*-C Maths and English, or equivalent qualification. | Essential | Application form/Interview |
| A minimum of NVQ Level 2 in Information, Advice and Guidance, or equivalent qualification in health and social care, or the willingness to work and obtain the qualification. | Desirable | Application form/interview |
| Willingness to complete training for continued professional development. | Essential | Application form/Interview |
| **Special Requirements** | Commitment to the aims and mission of Henshaws. | Essential | Application form/Interview |
| Enthusiasm to work with people to encourage learning and independence. | Essential | Application form/Interview |
| Empathetic nature and the ability to listen without making judgements. | Essential | Application form/Interview |

**Henshaws will make every endeavor to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability.**

**Henshaws is committed to safeguarding vulnerable adults and children. The post holder may be required to complete an enhanced DBS disclosure check including barring lists for Adult and/or child barring services.**

**Henshaws is committed to equal opportunities and positively welcomes applications from all sections of the community.**