



**Job Title:** Senior Advice Worker  
**Based at:** Hybrid – Office and Outreach  
**Hours:** 35 hours per week  
**Salary:** £36,158  
**Reporting to:** Community Service Manager

**Responsible for:** Undertaking advice casework in accordance with the requirements of the role; providing support to workers providing first line advice in the wider community and attaining SIPP accreditation of AQS

The Senior Advice Worker will contribute to the strategic aim of SIPP and will work to meet the needs, improve opportunities and reduce poverty within the older Irish Community.

The postholder will be an experienced and enthusiastic person with excellent communication and organizational skills who will lead and deliver our frontline advice and guidance service. You will be required to implement SIPP's AQS mark, manage an active caseload ensuring cases are appropriately actioned and recorded, support staff in providing first line advice and facilitate the growth and expertise of current and future paid and unpaid workers in first line advice and guidance.

The postholder will be based in Bermondsey, SE16 and will also provide an outreach advice service to the traveller community in Southwark. Job share may be considered.

This post is supported by City Bridge Foundation.

To apply go to [www.irishinlondon.org](http://www.irishinlondon.org) for a full job description and application form.

If you have any questions, please email [Richard.Smyth@irishinlondon.org](mailto:Richard.Smyth@irishinlondon.org) to arrange an informal chat.

## Southwark Irish Pensioners Project (SIPP) Job Description: Senior Advice Worker

**Job Title:** Senior Advice Worker

**Based at:** Hybrid – Office and Outreach

**Hours:** 35 hours per week

**Salary Scale:** NJC Point 23: £36,158

**Reporting to:** Community Service Manager

**Responsible for:** Providing support to workers providing first line advice in the wider community, attaining SIPP accreditation of AQS and undertaking advice casework in accordance with the requirements of the role.

### Purpose of the Role

We seek to employ an experienced and enthusiastic person to lead and deliver our frontline advice and guidance services. The Senior Advice Worker will contribute to the strategic aim of SIPP and will work to meet the needs, improve opportunities and reduce poverty within the Irish Community.

The postholder will need to have excellent communication and organisational skills. You will be required to implement SIPP's AQS mark, manage an active caseload ensuring cases are appropriately actioned and recorded, support staff in providing first line advice and facilitate the growth and expertise of current and future paid and unpaid workers in first line advice and guidance.

### Main Objectives:

- To provide information, advice and advocacy to clients on a range of welfare-related issues including welfare benefits, housing, debt, access to healthcare and supported, accommodation, returning to/moving from Ireland, Irish state pensions, Irish passport applications etc, using sensitive listening and questioning skills in order to allow them to explain their problem(s) and empower them to set their own priorities. You will also represent clients with re-considerations, appeals and tribunal hearings
- To implement and maintain SIPP's AQS accreditation
- To research and explore options and implications so that those accessing our service can make informed decisions
- Act for the client where needed by calculating, negotiating, drafting, writing letters or telephoning and negotiate with third parties including statutory and non-statutory agencies
- Maintain detailed case records, ensuring that all work meets all auditing and quality standards and the requirements of the funders
- To support the first line advice work of the community workers to ensure internal and external standards are met and identify any training needs
- To ensure new recruits are successfully inducted and developed in a timely manner
- Mentor, coach and deliver training as appropriate
- To identify and implement your own training and development needs
- Use IT for statistical recording of information and record keeping in line with all monitoring and funding arrangements, ensuring all work conforms to SIPP's systems and procedures
- Complete monitoring reports and returns for the funder and Management Committee as required
- Carry out any task that may be within the scope of the post to ensure the effective delivery, development and representation of the service.
- Keep up to date with legislation, policies and procedures

*This job description is not a rigid or inflexible document, it acts to provide guidelines to the duties expected while in post.*

## **Southwark Irish Pensioners Project (SIPP) Job Description: Senior Advice Worker**

- Contribute to the promotion of the Advice Service across all networks, proactively building and engaging in partnership working with Irish and local community services
- Attend regular reviews and supervision as required
- Work within SIPP policies and procedure of confidentiality, safeguarding, data protection, equality and diversity in all areas of work.

### **Person Specification**

#### Essential Criteria

- Demonstrable knowledge and experience of providing advice and casework – particularly welfare benefits and housing
- Experience of dealing with complex and challenging cases including court representation
- Ability to deliver high quality advice and casework, meeting targets whilst ensuring collection of data to support funder's monitoring and reporting requirements
- Have essential IT (Microsoft/zoom/teams) and telephone skills and the ability to use an online database system (Lamplight) to maintain records
- Ability to implement and maintain the Advice Quality Standard or other quality mark
- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
- Ability to work in outreach settings, particularly with the traveller community in Southwark, with an understanding of information assurance and safety in those settings
- Ability to commit to and work with the aims, principles and policies of Southwark Irish Pensioners Project
- A good up to date understanding of equality and diversity and its application to use the provision of advice
- The ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings
- The ability to work on own initiative and as part of a team
- Knowledge/interest in the needs of the older Irish Community in London
- A creative and flexible approach to work to meet need
- A willingness to undertake occasional work at evenings/weekends

#### Desirable Criteria

- Experience of supervising, motivating and developing a team of staff and/or volunteers

*This job description is not a rigid or inflexible document, it acts to provide guidelines to the duties expected while in post.*