

**Job Description:
Merton Information & Advice Manager**

Job Title:	Merton Information & Advice Officer
Location:	Merton Civic Centre
Salary:	£25,433.87 - £26,168.32 (pro rata) depending on experience (Scale 526-530)
Line Manager:	TBD

Job Aims:-

1. To provide a Social Welfare Information and Advice service to d/Deaf residents of Merton.

Terms and Conditions:

- This is a part-time position of 16 hours per week over two days .
- Contract from 1st April 2019 – March 2021
- Performance will be reviewed at regular intervals.

Main tasks:

1. To provide a free Information, Advice, Guidance service to service users in the London Borough of Merton
2. To coordinate drop-in, outreach surgeries and home visits also ensure information on display is relevant, up-to-date and does not contravene the policies and corporate aims & objectives of deafPLUS.
3. To develop contact with, network with and attend meetings with other agencies and organisations based within the Borough with regard to statutory and voluntary service provision, especially disability service providers, to raise awareness of deaf issues and services provided by deafPLUS
4. To deliver an Advice service and manage a caseload of individuals as agreed with the project manager. You will be expected to assist with:
 - Housing and homelessness
 - Welfare Benefits
 - Debt & Money management – including advice on prioritising bills and payments, reducing expenditure and budgeting (refer to our BSL Advice Helpline)
 - Employment
 - Family
 - Consumer
 - Other areas of social welfare law
 - Making referrals for equipment aids and adaptations, tele-care, assistive technology, apps and other technology to increase independence
5. Takes a 'person-centred' approach which is focused on the whole person, uses a diagnostic model to identify all the clients' advice needs and provides the appropriate level of advice and support to ensure the problem(s) are fully resolved.

- a. Recognises the complexity of advice which frequently involves multiple areas of advice and takes a joined up, holistic approach to resolving issues.
 - b. Uses a diagnostic model to fast track advice for clients where there is an immediate risk (e.g. serious harm to self or others, homelessness).
 - c. Focuses on resolving the problems and managing cases from beginning to end.
 - d. Builds the capabilities of the individual to resolve or prevent problems from re-occurring in the future and actively seeking to make clients more self-reliant and capable of solving problems for themselves in the future.
 - e. Ensures clear exit plans are put in place to refer clients to services that promote the capabilities of residents to resolve issues themselves in future, such as digital literacy projects, peer mentoring and floating support services.
 - f. Representation, for example benefit appeals.
6. Attend training, forums and meetings to ensure knowledge remains relevant and up to date.
 7. Use the Charitylog database to record details of all client contacts and ensure client information is kept up to date.
 8. Using the correct templates, conduct outcomes assessments with clients.
 9. Work in line with triage procedures and referral process when referring cases to partner and external organisations.
 10. Meet regularly with the project manager to feedback about the progress of the project and ensure it is relevant to local strategy and national Government priorities.
 11. To create a written report on the project at the end of each financial year. The staff member is expected to include information such as satisfaction survey results and case studies and will audit the customer pathway of a sample of clients.
 12. Comply with AQS procedures.
 13. Offer Skype appointments where necessary.
 14. Follow the policies and procedures in deafPLUS manual and where necessary provide suggestions for improvement.

General.

1. To share in agreed staff development policies by receiving regular supervision and annual appraisals
2. To develop an agreed personal training plan and carry this out using internal and external training as required.
3. To attend deafPLUS staff meetings and others as required.
4. To participate in fundraising activities when required.
5. To ensure knowledge on Social Welfare Law issues is up-to-date.

6. To adhere to and promote deafPLUS's policies and standards, especially the Equal Opportunities, Health and Safety and Total Communication policies.
7. To support the Line Manager and other deafPLUS staff in achieving the aims of deafPLUS and carry out such other relevant duties as may be agreed.
8. To coordinate own Access to Work support when required.

Confidentially:

To respect the confidentiality of information relating to the work of the team, the work of deafPLUS and its clients and users.

Note:

The final interpretation of this job description rests with the CEO in consultation with the Head of Quality & Performance and the jobholder. It will be reviewed in the course of supervision meeting and any amendments will be negotiated with the jobholder. The jobholder is also expected to share in other work with deafPLUS as time permits and by agreement with the Manager.

Signed:	(Job Holder)
Printed Name:	(Job Holder) Date:
Signed:	(CEO)
Printed Name:	(CEO) Date: