**Job Description**

**Job Title**: Bank Advocacy Worker

**Reports To:** Advocacy Services Manager

**Office Base:** CentralIpswich

**Hours:**  Casual to be agreed

**Salary:**  £13.58 per hour including holiday pay. Equivalent to annual salary of £26,475

**Role**

The Chapman Centre is the only Homelessness Advice Hub in Ipswich, providing practical support and advocacy to people who are sleeping on the streets, housed in temporary emergency accommodation and/or at risk of homelessness. Working in partnership with other professionals, the Centre provides a seamless gateway to specialist services such as money advice, health outreach, mental health practitioners, housing options, and drug and alcohol support services, ensuring people receive an individualised, wrap-around support package from a safe, person-centred environment.

This role will be crucial to our Saturday service and as a bank worker you will be making a valuable contribution to the work of the whole team.

**Main Duties and Responsibilities**

* Welcome all service users and visitors to the Saturday Service.
* Perform general clerical duties including photocopying and scanning.
* Provide as much practical support as possible to service users including food preparation and service, laundry etc.
* Identify other potential avenues of support not available at the weekend and inform other members of the Advocacy Team if required.
* Maintain timely, accurate and up to date records and relevant information to ensure continuity of services provided to service users, and for accountability, reporting and monitoring purposes

**Person Specification**

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| **Category** | **Essential Criteria** | **Desirable Criteria** |
| Experience of: | * advocacy work using a variety of channels (face to face, telephone, digital and post)
* working with people who meet one or more of the following criteria: homeless, at risk of homelessness, have complex personal circumstances which cause adversity
* working with a wide range of professionals/third parties
* managing confidential information
* finding creative ways to engage with people
* building relationships with agencies and colleagues
 | * working in the voluntary sector
* working with homeless people, at risk of homelessness
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| Knowledge and Understanding of: | * using IT and office systems such as case management systems, Microsoft Office, email and messaging apps
* basic health and safety
* safeguarding legislation and practice
* equity, diversity and inclusion in practice.
 | * welfare benefits
* homelessness and single homeless issues
* work with clients to complete benefit applications, housing applications, forms etc
* local networks and resources
* trauma-informed practices
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| Skills: | * ability to work independently, prioritising own workload to complete tasks
* excellent written and oral communication, including the ability to negotiate and challenge
* ability to use own initiative and to work as part of a team, sharing knowledge and good practice, and helping to problem solve
* highly organised, with the ability to maintain accurate, up to date records
* ability to empathise and have an intuitive connection with the service users
* ability to inspire and motivate others
* ability to keep cool and analytical under pressure
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| Personal Attributes: | * empathy and compassion for individuals facing difficult circumstances
* strong ethical standards and a commitment to confidentiality
* flexibility and adaptability in a dynamic work environment
* a proactive and solutions-focused approach to problem-solving
* methodical, thorough with an attention to detail
* ability to identify own training needs and participate in continued personal development opportunities
 | * flexible, able to work outside of office hours if required
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