**Outreach Assistant**

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**Job Description**

**Background**

Auriga Services is a dynamic, fast growing not-for-profit organisation with a vision to support 2 million people who are experiencing financial hardship. With a track record spanning 20 years, we are mature enough to provide outstanding service through the application of extraordinary levels of skills and experience. We manage combined annual funds of over £15 million helping people alleviate their debt and realise income and benefits that make a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds for water company customers, and income realisation for local authority residents and patients within the NHS.

We are seeking exceptional people with passion, enthusiasm and ability to joins and make our mission a reality.

We enjoy a generous holiday allowance, good pension and a great working environment.

**Job purpose**

We are looking to recruit an Outreach Assistant to join our Welfare Rights and Debt Advice Team. As part of a busy multi service team, the successful applicant will be responsible for handling all inbound referrals and making initial contact to identify and assess the client’s needs.

As part of the welfare rights and debt service, you will play an important role in providing an effective and efficient service with a focus on valued outcomes. You will work within the aims, principles and policies of Auriga’s vision and towards Advice Quality Standard (AQS) requirements.

With a broad knowledge of welfare benefits, NHS services, charitable trusts and social care, the successful applicant will be required to deliver an advice, information and casework service providing support in relation to: entitlement to and application of welfare benefits, blue disabled parking badges, charitable trusts, grants, social housing, healthcare costs and referring into social support and care services. You will also be responsible for identifying and allocating cases that require a more specialist support from our Welfare Rights and Debt Advisers.

As a national service, you will be confident in delivering services via telephone, email and post. The successful applicant will be required to travel to outreach locations providing face-to-face drop in sessions, some home visits may be required where necessary.

**Contract:**

12 months fixed term.

**Location:**

West Midlands or Staffordshire based.

**Hours**

37.5 hours per week.

**Salary**

Ranging from £16,000 to £19,000. Starting salary based on experience.

**Responsibilities**

Role responsibilities will include but are not limited to:

1. Working with clients through various media, email, telephone, web chat and face-to-face.
2. Completing an initial assessment of clients' needs so that you can identify and plan the support needed to address issues.
3. Undertaking outreach visits to ensure clients are fully supported to progress and achieve desired outcomes.
4. Undertaking some home visits where required.
5. Working with colleagues, health and social care professionals to evaluate caseload needs and the progress that has been made.
6. Adhering to professional practice standards and legislation, including confidentiality, safeguarding, equality, and diversity and inclusion policies.
7. Ensuring you are up-to-date on your knowledge of local service provision for appropriate signposting and referrals.
8. Managing your own workload, administration and diary commitments.
9. Providing practical budgeting advice to clients.
10. Maintaining accurate and up-to-date administration and case records.
11. Being able to identify when a case requires escalation to and liaise with Welfare Rights Advisers and/or Debt Adviser.
12. The ability to adapt to growth and change and to continuously seek improved ways of working.

**Person specification**

* Educated to GCSE level Maths and English (or equivalent by experience)
* Good knowledge of IT systems including Microsoft products
* A basic knowledge of the welfare system, services provided by the NHS, social care, trust funds and or debt services is preferable
* Full UK driving licence and access to own vehicle with business insurance
* You will be required to hold an Enhanced Disclosure & Barring Service Certificate
* Strong customer service background
* Excellent telephone manner
* Excellent organisational skills

**JOB APPLICATION FORM**

**POST: Outreach Assistant**

**CLOSING DATE: 5pm Monday 26th November 2018**

**HOW TO COMPLETE THE FORM**

* Please ensure you address all parts of the Person Specification relating this to the job description provided.
* Please ensure you demonstrate **how** you meet it. You should give examples to demonstrate this.
* You may include a CV, however, only your responses on this application form will be considered when scoring your application.

**WHAT HAPPENS NEXT?**

* When applications close we will read all the application forms and compare each candidate to the Person Specification.
* We will contact you to tell you if you have been short-listed as soon as possible after the closing date.
* The interview will normally consist of an exercise followed by a formal interview. We will confirm the format in the letter inviting you to interview.
* All candidates will be informed once an appointment has been made.

**Completed forms to be returned by 5pm 26th November 2018 via email to** **NTurner@aurigaservices.co.uk**

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| **PERSONAL DETAILS – PLEASE COMPLETE IN BLOCK LETTERS** |
| Full Name:  |  |
| Address:  |  |
|  |
| Post Code:  |  | Tel No: |  |
|  |
| Mobile:  |  | Email address: |  |
| Do you have a current driving licence?  | YES | NO |
| What period of notice does you current contract require?  |  |

**Referees:**

Please name two referees who can comment on your experience and qualifications for the job. One reference should be (where possible) from your present or most recent employer. Your referees may be approached if you are shortlisted for interview.

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| **References** |
| Name of Referee:  |  |
| Position / Profession:  |  |
| Address:  |  |
|  |
|  |
| Post Code:  |  | Tel No: |  |
| Email Address: |  |
| Can be contacted before interview: | Yes | NO |
|  |
| Name of Referee:  |  |
| Position / Profession:  |  |
| Address:  |  |
|  |
|  |
| Post Code:  |  | Tel No: |  |
| Email Address: |  |
| Can be contacted before interview: | Yes | No |

**Employment History:**

Please give details of your employment history, starting with your current / most recent position.

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| Present/previous employer |  |
| Address |  |
|  |
| Post Code: |  | Job Title: |  |
| Duties: |  |
|  |
| Dates Employed: | From: |  | To: |  |
| Current Salary:  |  |
| Reason for Leaving: |  |
| Previous employer |  |
| Address |  |
|  |
| Post Code: |  | Job Title: |  |
| Duties: |  |
|  |
| Dates Employed: | From: |  | To: |  |
| Reason for Leaving: |  |
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| --- | --- |
| Previous employer |  |
| Address |  |
|  |
| Post Code: |  | Job Title: |  |
| Duties: |  |
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| Dates Employed: | From: |  | To: |  |
| Reason for Leaving: |  |
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| Previous employer |  |
| Address |  |
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| Duties: |  |
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| Dates Employed: | From: |  | To: |  |
| Reason for Leaving: |  |
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| Previous employer |  |
| Address |  |
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| Post Code: |  | Job Title: |  |
| Duties: |  |
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| Dates Employed: | From: |  | To: |  |
| Reason for Leaving: |  |
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| STATEMENT IN SUPPORT OF APPLICATION |
| Please tell us how you meet the requirements of the job role, responsibilities and person specification that are to be measured from the application form? Please give examples to demonstrate this. |
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| PERSONAL HISTORY |
| Please write a supporting statement to tell us why you applied for this job and why you think you are the best person for the job? |
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| EDUCATION AND TRAINING |
| Please list any education and / or training (including short courses) that you have undertaken, including grades: |
|  |

**Criminal convictions**

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| Have you had any previous convictions not regarded as spent under  |
| the Rehabilitation of Offenders Act 1974?  | Yes | No |

**If YES please provide details of the offence and the date of conviction.**

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**Please note:** To ensure the safety of our clients, Auriga requires that all staff who may have direct access to clients, where any part of the work is primarily targeted at legally defined vulnerable adults or children, have their criminal records checked. However, we are committed to the promotion and delivery of equal opportunities and the rehabilitation of ex-offenders.

All offences, other than sexual crimes against a child or vulnerable adult, will be treated on an individual basis taking into account issues such as the risk to the client, the circumstances of the offence (e.g. what it was, is it relevant to role, how long ago it was) and the reputation of Auriga.

**Data Protection Act 1998 and the General Data Protection Regulation 2018**

As part of the recruitment procedure, we may collect and store sensitive personal data about you. We are required by law to obtain your consent to such data being recorded. It is our policy to store data relating to recruitment procedures for 12 months after the date on which it is submitted, for internal auditing purposes. Any information of this nature will be treated confidentially.

* I declare the information given on this form is correct to the best of my
knowledge.
* I acknowledge that by completing this form, I am giving Auriga Services Limited consent to use and store my sensitive personal data for the purposes of recruitment.
* I understand Auriga Services Limited will store my sensitive personal data for a period of 12 months.

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| Signature:  |  |
| Print: |  |
| Date:  |  |