



Changing lives every day

Outreach Assistant

(37.5 hours)

**Salary £17,550 to £20,500  
dependant on experience**

**Auriga Services Ltd**

Emmanuel Court, 12-14 Mill Street

Sutton Coldfield, B72 1TJ

[www.aurigaservices.co.uk](http://www.aurigaservices.co.uk)

## Background

Auriga Services Ltd is a dynamic, fast growing public benefit entity. With a track record spanning 22 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 help 1,000 people every day who are experiencing financial hardship.

We are a company of over 60 friendly staff based in Sutton Coldfield. We are seeking exceptional people with passion, enthusiasm and ability to join and make our mission a reality.

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

## Job purpose

Accountable to the Assist Team Manager, the Outreach Assistant will work with, support, assist and represent vulnerable people of all ages and abilities. You will work with the elderly, ill, disabled and the young out on site, in their homes, support groups, the NHS or schools.

The role will involve some travel, on occasion this will be outside of the Midlands region. The successful candidate is required to hold an enhanced DBS certificate.

## Responsibilities

Role responsibilities will include but are not limited to:

- ★ Working with and supporting vulnerable people of all ages and abilities. You will establish a relationship based on trust to ensure you provide the necessary support and assistance to the vulnerable adult;
- ★ To carry a caseload of enquiries requiring detailed ongoing casework. To maintain accurate and appropriate records relating to each case, recording all activity, interventions and outcomes within the case record whilst ensuring that correct procedures are followed, to ensure quality standards are met;
- ★ To ensure a high quality service to customers including, but not limited to, face to face, telephone, written and emails;
- ★ Complete an initial assessment of a client's needs to identify areas where support is required and plan next steps/provide support throughout the process;
- ★ Work with colleagues, stakeholders and health and social care professionals to evaluate caseload needs and the progress that has been made;
- ★ Ensure that your knowledge is kept up to date with regard to signposting clients to Local Welfare Provision, Trust Funds, OT assessments etc;

- ★ Manage your own workload, administration and diary commitments;
- ★ Travel off site to attend dialysis units and to carry out home visits where required;
- ★ Ability to work within and adhere to organisational policies and procedures; including confidentiality, safeguarding and equality and diversity;
- ★ Comply with the requirements of GDPR at all times; and
- ★ Ability to identify when a case requires escalation to a Welfare Rights/Debt Adviser and liaise with them regarding progress.

### **Key skills and attributes**

- ★ Good knowledge of IT packages including MS Office;
- ★ Focused on continuous improvement;
- ★ Ability to work under pressure to plan and manage own caseload and service levels;
- ★ Excellent and adaptable interpersonal skills both in formal and informal situations;
- ★ Excellent written, verbal and presentation skills;
- ★ Flexible, self-motivated, enthusiastic and resilient;
- ★ Excellent attention to detail; and
- ★ Focused on outcomes without compromising on quality.

### **Person specification**

#### **Education and qualification**

- ★ Educated to GCSE level (or equivalent by experience).

#### **It is essential that applicants for this role have:**

- ★ A basic knowledge of the welfare rights system;
- ★ Knowledge of services provided by the NHS, social care, trust funds and or debt services Strong customer service background and an excellent telephone manner;
- ★ Excellent organisational skills; and
- ★ Full UK driving licence and access to own vehicle with business insurance.

#### **It is desirable that applicants for his role have:**

- ★ Knowledge of the charity sector;
- ★ Knowledge of debt advice practice; and
- ★ Experience of using advice pro or similar case management software.

## Equal Opportunities

Auriga Services is an Equal Opportunities employer. We will use appropriate job descriptions, objective assessment methods and active consideration will be given to all applicants regardless of their age, gender, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, pregnancy, race, colour, nationality, national or ethnic origins and disability and other differences that cannot be justified.

## Contract and Hours

This is a permanent full time contract, working 37½ hours per week with occasional out of hours work as required.

## How to apply

Please send a letter introducing yourself, as well as providing us with a job relevant CV.

We are keen for candidates to take the extra effort to research about Auriga, and demonstrate a desire to work in a company with our values.

### **Please send your covering letter and CV by email to:**

Danielle Pritchett: [dpritchett@aurigaservices.co.uk](mailto:dpritchett@aurigaservices.co.uk)

Closing Date: Monday 16th March 2020

Interview Date: To be confirmed following shortlisting