



Changing lives every day

Outreach Assistant

Contract Type (Permanent/part time)

18.75 hours per week

£19,000 FTE + Expenses

Hybrid working/Office/On-site visits

Job Purpose

Accountable to the Assist team manager, the Outreach Assistant will be responsible for travelling to multiple NHS sites in order to identify patients in need of support and refer them into Auriga Assist's advice services.

You will work with, support, assist and refer vulnerable people of all ages and abilities to Auriga Assist advisers in order to improve their financial situation and wellbeing. You will assess people's circumstances and refer them accordingly. You will work with the elderly, ill, disabled and the young.

After successfully completing a probationary period, the role holder will have the opportunity to receive further training to develop their skills, experience and career at Auriga.

The role involves travel. The successful candidate is required to hold a full driving licence, have access to a car and hold an enhanced DBS certificate. They must also be fully vaccinated against Covid-19 in order to access the NHS sites.

No previous experience is required but a commitment to learning is essential to successfully complete the training. This role is ideal for someone starting their career path or looking to change vocation.

Responsibilities

Role responsibilities will include but are not limited to:

- ★ Working with and supporting vulnerable people of all ages and abilities to try to maximise their income and improve their financial circumstances and wellbeing. You will establish a relationship based on trust to ensure you provide the necessary support and assistance;
- ★ Develop and manage interviews with clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s);
- ★ Responsible for obtaining and controlling the referrals of dialysis patients into the Auriga Assist service, alongside NHS staff;
- ★ Complete an initial assessment of a client's needs to identify areas where support is required and plan next steps/referral process;
- ★ Travel off site to attend dialysis units and hospitals to identify patients in need of advice and support, and to refer into the Assist service;
- ★ Actively encourage engagement from clients referred through to the service from both internal and external sources;

- ★ 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;
- ★ Signposting people to help with applying for welfare benefits, trust funds, OT assessments etc;
- ★ Manage own workload, administration and diary commitments;
- ★ To ensure a high-quality service to customers including, but not limited to, face to face, telephone, written and emails;
- ★ Work with colleagues, stakeholders and health and social care professionals to evaluate caseload needs and the progress that has been made;
- ★ Able to proactively identify own training and development needs and those of others;
- ★ Ability to work within and adhere to organisational policies and procedures and ensure work meets internal and external SLAs;
- ★ Comply with the requirements of GDPR; and
- ★ Carry out other duties commensurate with the post as required.

Key Skills and Attributes

The ideal candidate for the role would have the following:

- ★ Be required to hold an enhanced disclosure barring certificate;
- ★ Have a full and clean UK Driving licence and access to a car;
- ★ Knowledge of services provided by the NHS, social care, trust funds and or debt services;
- ★ Effective active listening techniques;
- ★ Being able to understand and encourage others to contribute and debate ideas;
- ★ Organisational skills;
- ★ Focused on continuous improvement;
- ★ Adaptable interpersonal skills both in formal and informal situations;
- ★ High level written, verbal and presentation skills;
- ★ Attention to detail;

- ★ Flexible, self-motivated, enthusiastic and resilient;
- ★ Ability to monitor and maintain own performance targets;
- ★ A flexible approach and ability to work as part of a team effectively to meet all objectives and targets;
- ★ Ability to work under pressure to plan and manage own caseload and service levels;
- ★ Focused on outcomes without compromising on quality.

Education and Experience

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

A Little about Auriga

Auriga Services is a dynamic, fast growing public benefit entity with a vision to **support three million healthy homes by 2030.**

With a record of accomplishment spanning 22 years, we 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 making a real difference to the quality of their lives.

We achieve all this through the administration of charitable trust funds, realisation of Welfare Benefits, Debt Advice, Welfare Reform services and emergency fuel payments. Our clients are the major water and energy utility companies, local authorities and the NHS.

Why Work for Auriga

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

- ★ A job and a career with induction, training and development
- ★ Holiday entitlement starts at 28 days and increases with length of service
- ★ Working patterns and hours that can be flexible, subject to meeting business needs
- ★ Generous pensions contribution
- ★ Location close to Sutton Coldfield centre and 2 minutes from Sutton Coldfield station
- ★ Equal Opportunities Employer

Interested? Here's How to Apply:

Please forward an up-to-date CV, together with a covering letter expressing your motivation for applying to:

Kim Williams, HR Advisor – hr@aurigaservices.co.uk

Closing Date: 20th May 2022

