

JOB DESCRIPTION

Role Title: Accommodation Advice Kickstart Worker (25 Hours per week)

Responsible To: Skills Development Coordinator

JOB PURPOSE

To contribute to the overall work of the Accommodation Advice Service in increasing the capacity of individuals/families to deal more effectively with managing their affairs and accessing housing & benefits.

TASKS & REPONSIBILITIES

1. To generally assist and support the work of the Accommodation Advice Service.
2. Provide administrative support for community members on non-emergency issues e.g., Passport Forms, DVLA issues, Private Rented sector search assistance, National Insurance Number queries, Blue Badge queries, and other signposting & referrals.
3. To handle initial enquires into the service – sorting and gathering information and managing these with colleagues. Communicating effectively with colleagues and community members to ensure solutions to cases are provided.
4. To help build the capacity of individuals/families facing Accommodation issues, to manage their affairs and find positive solutions.
5. To provide administrative support to the Accommodation Advice Service in partnership with colleagues to support them in handling more complex cases. For example, gathering evidence, getting signed consent, preparing data, doing initial research.
6. Input into the organisation's strategic plans.
7. To take reasonable care of your own health and safety and others who may be affected by your work and to work flexibly with some home working as needed.
8. To work flexibly to respond to changing needs of the community and the organisation, prioritising work within the resources available.
9. To undertake other duties as required by your supervisor and line manager.
10. To complete the Employability Support Programme provided by the Kickstart Gateway Provider, YMCA.

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11. To work both from home and also from Mildmay Community Centre, Woodville Road, London, N16 8NA.

KNOWLEDGE, SKILLS & ABILITIES

- A warm, sensitive reception and phone manner. Basic knowledge or lived experience of the welfare benefits system and/or social housing provision.
- An understanding of and commitment to community empowerment.
- Strong organisational skills and ability to prioritise. Competent with the use of Microsoft office. Good written and verbal communication skills.
- Ability to work both independently and as part of a team.
- Ability to work flexibly to respond to changing needs.
- Commitment to maintaining the confidentiality of service users & a commitment to Equal Opportunities.
- Knowledge or lived experience of supporting people with writing and reading difficulties.
- Ability to manage multiple incoming queries and various software's including shared document systems.
- Time management skills. The ability to be flexible and problem solve to overcome administrative and bureaucratic barriers.
- The ability to work flexibly and independently in the context of a small charity with limited resources.