

Role Description: Social Prescribing Advisor

Hours: 2 days per week (15 hours)

Working Pattern: two days per week to be agreed

Salary: £23,000 pro rata (£9,200 2 days)

Holiday: 30 days (plus bank holidays) pro rata

Responsible To: Projects and Services Manager

(Internal candidates are welcomed and a job split would be considered.)

Overview

Abiding by the funding agreement (SLA) between Voluntary Action Rotherham and CARD, you will deliver the social prescribing advice service ensuring both client and partner needs are met. You will provide one to one support for clients with long term health conditions and mental health issues. You will advise on the six areas of law covering benefits, housing, employment, consumer, debt, and family & relationships to improve client quality of life and independence. Support will predominantly happen in a clients home.

Other duties include:

- As well as home visits you may advise clients via telephone.
- Ensure that appropriate systems are maintained for case recording and statistics
- Promote the aims, values, policies, membership requirements and equal opportunities policies of the Citizens Advice service.
- Maintain complaints procedures in accordance with Citizens Advice guidelines.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Keep up to date with research and campaigns issues and ensure research and campaigns are promoted and integrated in a way relevant to the role.
- Attend regular CARD and external meetings relevant to the role
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within CARD.
- Identify your own learning and development needs and take steps to address these.
- You will maintain strong relationships with Partners and Voluntary Action Rotherham and adapt the service delivery where necessary to meet their needs.

Person Specification

1. Minimum of 1 year's holistic advisor experience (including via digital channels is desirable)
2. Excellent understanding of Welfare Rights law and willingness to undertake subject specific training
3. Experience of monitoring and maintaining service delivery against agreed targets.
4. Ability to work on own initiative, meet deadlines, within established procedures and guidelines.
5. Display a positive can-do attitude and demonstrate positive and professional leadership.
6. Full driving licence and access to a car to travel to clients is essential