



JOB DESCRIPTION INFORMATION, ADVICE & ADVOCACY OFFICER

Employment Type: 3 year fixed term contract
Remuneration: £25,000 (Pro-Rata)
Hours: 14 hours per week
Location: Shepherd's Bush, London
Responsible to: Chief Executive

Purpose of the Post:

To provide information, advice and advocacy support to disadvantaged people from the Somali community in the London borough of Hammersmith and Fulham.

The post-holder must possess an understanding of the wider issues of disadvantage that affect migrants and newly arrived communities in the UK. You will also have the ability to speak the Somali language fluently, to be a strong team player with excellent negotiation and communication skills, and an ability to work under pressure with minimum supervision.

Main Responsibilities

1. To provide information, advice and advocacy on welfare, benefits, housing, debt, disputes and other matters to people from disadvantaged backgrounds.
2. To advise and assist with the establishment of claims, applications, appeals or other activity as appropriate.
3. To follow up individual cases through negotiations and advocacy with appropriate agencies.
4. To keep accurate records of all contact with service-users and assist with the provision of statistics and information
5. To advise and assist customers to access other appropriate specialist advice or support services.
6. Keep up with legislative and policy changes in relevant areas and ensure compliance with policy, procedure and legislation.
7. To maintain and update records and information systems in a timely manner, record monitoring and evaluation information as required and provide statistical information as necessary.
8. To contribute to other tasks that may be required for the effective delivery of the service.

**PERSON SPECIFICATION
INFORMATION AND ADVICE OFFICER**

E = Essential

D = Desirable

Qualification

- a. Educated to degree level (D)
- b. Upto level 4 qualification in Advice and Guidance (E)

Experience

- c. Minimum of 2 years experience of providing information and advice (E)
- d. Working with disadvantaged communities (E)

Skill

- e. Excellent English Language skills (E)
- f. Excellent Somali Language skills (E)
- g. Excellent interpersonal and communication skills (E)
- h. High level of numeracy (D)
- i. Strong IT skills (E)
- j. Highly organised (E)

Knowledge

- k. Sound knowledge of welfare rights, housing and education system (E)
- l. Experience in dealing with individuals who are often upset and facing crisis situations (E)

Ability

- m. Ability to deal with clients who are suffering from hardship in a tactful and sensitive manner (E)
- n. Ability to advise on complex matters and keep up to date with legislative changes and developments (E)
- o. Ability to work under pressure to agreed deadlines and adapt to change (E)
- p. Ability to retrieve information from relevant sources through research (E)