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| **Job Description** |
| **Post title** | Advice Co-ordination Officer |
| **JE Reference No** | N9147 |
| **Grade** | 5 |
| **Service** | Resources |
| **Service Area** | Assessment and Awards – Welfare Rights |
| **Reporting to** | The post holder will be accountable to the Assistant Revenues and Benefits Manager (Welfare Rights). |
| **Location** | Your normal place of work will be Green Lane Spennymoor or Comeleon House, Tanfield, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to a **Basic disclosure**. |
| **Flexitime** | This post is eligible for flexitime. |

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| **Description of role:**1. To support the Assistant Revenues and Benefits Manager (Welfare Rights) and work alongside the Network and Development officer (Citizens Advice) to help develop the Advice in County Durham Partnership to deliver its objectives and to develop an advice strategy for County Durham within the framework of the Council’s strategic aims. 2. To provide advice and support to the County Council, the customer and other professional and voluntary agencies in relation to the development of advice provision in County Durham alongside the NDO. The post holder will also provide reports and briefings to the Chair of Advice in County Durham Partnership.3. To be part of the strategic development of the Revenues and Benefits service in relation to its inter-relationship with the advice sector. |

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| **Duties and responsibilities** |

To assist in the development and co-ordination of advice services in County Durham in conjunction with the Network and Development Officer which will include the following:

1. To assist in the development of an approach which will support advice agencies to reduce duplication of services and develop new methods of delivery to meet unmet need, including all relevant stakeholders
2. To assist with the development of a consistent approach to giving advice
3. Assist with providing strategic direction for advice services, ensuring effective collaboration amongst service providers and integration of service delivery.
4. Development and coordination of a consistent and more standardised performance management framework that will help inform demand, capacity and performance.
5. Support the development and implementation of a communications strategy
6. Take part in service signposting: The development of consistent, high quality information in relation to where and how residents can access information, advice and guidance
7. Help to prepare and deliver media campaigns in line with welfare changes and the impact of these changes on residents and assist with central coordination of information through a provider network that will update professionals in relation to changes, upcoming training, best practice, sources of information, etc.
8. Participate in identifying and reducing duplication of functions/products, for example one set of information leaflets
9. Deal with complex and contentious correspondence and enquiries as directed by the Assistant Manager Revenues and Benefits (Welfare Rights).
10. Represent the Revenues and Benefits Service in meetings creating and maintaining links with relevant outside organisations and presenting a positive external image of the Council.
11. To promote and implement the Council’s Equality and Diversity and Health and Safety policies in all aspects of employment and service delivery.
12. To support the Assistant Manager Revenues and Benefits (Welfare Rights) manage any Service Level Agreements and contracts including the Citizens Advice Bureau.
13. To help the Revenues and Benefits Service develop a closer working relationship with the Advice Sector within County Durham.
14. The above is not exhaustive and the post holder will be expected to undertake any duties, which may reasonably fall within the level of responsibility, and the competence of the post as directed by the Head of Service

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent qualification.
 | * Degree in a relevant discipline e.g. Law or Social Policy
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| Experience | Experience of:* Multi-agency partnership working
* Report writing
* Preparing presentations
* Providing advice to members of the public within an advice provider such as Welfare Rights; Citizens Advice; Age UK
* Developing and presenting Training programmes
 | * Experience in a Social care or related setting.
* Experience in all fields of social security benefits ideally to Upper Tier level
* Experience in providing debt or money advice
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| Skills & Knowledge | * Ability to contribute towards, interpret and develop response to new regulations and legislation.
* Delegation and team building skills
* Highly numerate, with an analytical approach, able to think laterally and solve problems logically
* Ability to plan and organise work effectively and demonstrate use of initiative
* Ability to prepare and present reports effectively to a range of audiences
* High-level written and oral communication skills.
* High level IT skills
* Workload and project management
 | * Ability to deliver high quality training
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| Personal Qualities | * Innovate and change orientated
* Professional and personal integrity, discretion, awareness and sensitivity
* A strong commitment to the provision of quality customer focussed services
* An ability to contribute to and maintain a performance based culture in which continuous improvement is an inherent feature
* Proactive approach – takes ownership and delivers results
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
* May be required to work outside of normal office hours.
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