

Job Description

<u>Title:</u>	Advisor
<u>Reporting to:</u>	Casework Team Manager
<u>Salary:</u>	£22,500.00-£24,000.00 per year
<u>Hours:</u>	35 hours per week
<u>Contract</u>	Full-time, Fixed term contract

Purpose and Scope of the Role

We are seeking a dynamic individual to join our team and take on the role of providing professional and impactful advice and guidance to individuals and families accessing RMC services. As part of this position, you will be instrumental in supporting the team and management in fulfilling the needs of our beneficiaries and achieving organisational targets.

The successful candidate will excel in delivering personalised support that meets the unique requirements of each service user, ensuring their journey with RMC is both productive and fulfilling. Additionally, they will play a vital role in collaborating with colleagues and stakeholders to drive collective efforts towards meeting our overarching objectives.

If you are passionate about making a positive difference in people's lives and thrive in a collaborative environment, we encourage you to apply for this rewarding opportunity.

Main Tasks and Responsibilities;

Working within the team

- To ensure the professional and organisational requirements are respected and met during the delivery of advice.
- To assist the senior colleagues and Operations Manager in order to drive efficiency, quality, systems improvement and target achievement.

Casework and advice

- To offer advice, advocacy and support to service users with various aspects related to their welfare as requested by the management of RMC and funders' requirements.
- To maintain confidentiality in all dealings with service users and ensure their needs are met in a satisfactory and sensitive manner.
- To provide appropriate support and mentoring to any volunteers under supervision.

- To represent RMC at external meetings and events when required by the senior colleagues.
- To maintain effective working relationships with partners and stakeholders.

A DBS check will be carried out for this post.

Flexibility

In order to deliver the stated aims of for this post, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above, such duties will fall within the scope of the job and be directly related within the appropriate pay grade. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties that are being performed

Person Specification

<u>Experience and Skills</u>	<u>Desirable</u>	<u>Essential</u>
Experience of advice work dealing with asylum seekers, refugees and vulnerable migrants	<u>X</u>	
Ability to communicate complex information clearly to distressed clients.		<u>X</u>
A proven high standard of communication skills, including written, oral, presentational and inter-personal skills.		<u>X</u>
Ability to produce high quality written work to deadline, organisational skills and the ability to manage and prioritise a demanding workload.		<u>X</u>
Commitment to equality and diversity		<u>X</u>
Strong commitment to work towards OISC regulation		<u>X</u>
To be fluent in at least one of these community languages – Arabic, Kurdish, Farsi, French, Amharic, Tigrinya, Polish, Russian,		<u>X</u>

Lithuanian, Romanian, Punjabi, Urdu. Essential.		
An ability to self-motivate and work independently.	<u>X</u>	
Experience of working in a multicultural environment and sensitivity towards other cultures	<u>X</u>	
Educated to degree level or equivalent	<u>X</u>	
A proven record of team work and flexibility	<u>X</u>	
Excellent listening skills and ability to empathise as well as establish boundaries to avoid emotional over-involvement	<u>X</u>	