Job Description

Service:	Communities and Operational Housing
Job title:	Resident Adviser - Workwell
Grade:	D
Hours of work:	37 Hours
Responsible to:	Alison Riley
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

An exciting opportunity has arisen within the Resident Advice Team to join the team delivering the Workwell contract, we are currently in the second year of delivery, and we are preparing for years 3 and 4.

Workwell is programme that is funded by the DWP and delivered by hubs in the local areas. We are the Hub responsible for delivering the contract in the Huntingdonshire area.
Alongside the rest of the current team you will be delivering support to those who have a health related barrier to staying into work or getting into work.

We are looking for someone to join the team to help deliver the project.

Key Deliverables:

We are looking for an enthusiastic, passionate and conscientious individual to work directly with our residents. As part of the Workwell delivery team you will be working specifically with residents who are in receipt of a FIT note or who have a health barrier which inhibits the resident's ability to gain and stay in employment. As the successful candidate you will receive direct and indirect referrals from referral agencies. They will all be experiencing health related barriers which influence the resident being able to gain and continue in employment. You will work as part of a team and be allocated a case load to manage which will include communicating with the customer by email, letter, phone and face to face appointments. Listening to the issues that the customer is experiencing, you will work with them to agree a plan that details the actions that will be taken by the individual as well as any signposting and referrals that will be made. The plan will be monitored, and the impact of the interventions recorded and reported as part of the performance management framework.

The District Council is committed to improving the quality of life of our residents and we believe that we can do this in many ways. The residents that will be referred to us as part of the Workwell scheme will benefit from support from the successful candidate on a 1 to 1 basis. They can also access support by referral from many partner agencies for specialist support. Residents may have heard about the service directly or been referred and once in contact, it is an opportunity to understand what the issues are that need to be tackled, agree a set of solutions and act upon them. Remaining in regular contact with your caseload, you will liaise with internal and external services and organisations, complete and submit referrals, share information in line with our procedures and complete performance data so the effectiveness of the interventions can be monitored.

The successful candidate will be responsible for:

Managing their own caseload including new referrals and follow up appointments.
Accepting and dealing with new referrals within the time scales that are set.
Meeting the targets that are set for the workwell project.
Working as part of a team and independently.
Recognising the importance of personal data and sharing information appropriately and in line with the procedures we have in place.
There will be times when you are required to attend outreach sessions to build relationships with partner agencies.

Although experience would be helpful full training will be given.

	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
The minimum knowledge required to undertake this role and any qualifications or training essential for the role	Proficient use of MS office including word, excel and teams. **E** Knowledge of the Joy software would be desirable but full training will be given. **D**	Application form
Experience		
Experience the person would need to do the job	Experience of customer service / working with customers directly. **D** Working with people face to face and on the phone and via email. **E** Ability to manage your own workload. **E** Have experience of Data Sharing and GDPR. **E** Working with employers and businesses in the area. **D**	Application form and interview

Skills and Abilities		
Specific skills the applicant would need to do the job	Excellent communications skills, written and verbal **E** Be able to problem solve and look for alternative solutions. **E** Able to work as part of a flexible rota when needed. **D** Accurate recording of case notes and data. **E** Be able to follow set processes for the project. **E** Be able to produce clear and concise records for the conversations and actions for the residents. **E**	Application form and interview
Decision Making and Impact on Others		

Communication with Internal and External Customers	**Predominantly external customers – high visibility with members of the public** **Communication will mostly be with residents and external partners that we are working with to deliver the programme.** Internal customer contact 30% External customer contact 70%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Be a good team worker demonstrating loyalty and commitment to the organisation and team members**. E** There will be times you need to attend outreach sessions, meetings these will be within the district**. E** There will be occasional events that may require flexible working on an evening or weekend**. D** Be enthusiastic, patient and empathetic. **E**
HDC values	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. **Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers. **Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.

	Respectful: We respect people's differences and are considerate to their needs. **Enterprising**: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

(The above lines need to remain in all JD. The lines below, delete as applicable – this is for roles where you are working with vulnerable adults or children)

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children