



Mid Mercia

Guidance, Advice, Information and Network (GAIN) Project

Job Title: Community Advisors for Multiple Needs

Responsible to: Service Manager

Salary: £23,400 - £24,822 depending on experience plus travel expenses

Contract Duration: 5 years (plus additional 2 years dependent on funding)

Job location: Hybrid – Outreach venues across **South Birmingham/Remote**

Work Pattern: 37.5hours per week

The Service:

The service provides ongoing person-centered information, advice, and guidance to help adults aged 25+ including singles, couples (and their pets) and older adults 65+ with support needs to maintain accommodation, improve health and wellbeing, and set achievable goals, preventing the need for crisis intervention.

Supporting people across the 4 main quadrants of Birmingham, the service will provide accessible information, advice and guidance through a range of channels that include telephone, web, and face to face from multiple community outreach venues.

The service will provide personalized practical support that includes assisting vulnerable people to navigate and gain access to appropriate resources and networks within their local area, for example, healthcare, debt advice, and employment.

Role purpose:

Community Advisors for Multiple Needs will provide strengths-based early advice and support to improve the health and wellbeing of multiple disadvantaged vulnerable adults living within Birmingham. Working alongside multi-agency teams, the Community Advisors will provide flexible, personalised support and maintain a client caseload. The role will work with clients to formulate action plans addressing complex needs and tailored to individual goals that improve their overall wellbeing.

- Maintain accurate and up-to-date client records, ensuring confidentiality and compliance with Data Protection and GDPR
- Support clients to access other appropriate services as part of a holistic approach i.e. local activities or groups
- Contribute to the development of service pathways and partnerships to enhance support for vulnerable adults
- Participate in regular team meetings and training sessions to stay updated on best practices and service improvements
- Demonstrate cultural awareness, respect and sensitivity and ensure appropriate accessibility to the service is provided
- Be committed to safeguarding, ensuring in-depth knowledge of local safeguarding policies and procedures.

Other duties and responsibilities:

- Maintain comprehensive records and case notes
- Be proactive in addressing issues of equality and diversity within own working practices
- Work in accordance with the policies and procedures of Citizens Advice Mid Mercia
- Be responsible for own health and safety and that of others
- Be committed to own personal and professional development

CORE VALUES

All members of the organisation will commit to:

- **Communicate:** We will be consistent, positive, passionate and listen.
- **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- **Effective:** We will deliver quality, focus on detail and be professional.

Person Specification		Essential	Desirable
1.	Experience of working with disadvantaged vulnerable adults (i.e. care leaver, those experiencing domestic abuse, older adults 65+ with support needs, those experiencing financial, digital, or social exclusion)	✓	
2.	Strong knowledge of local support organisations		✓
3.	Excellent communication skills	✓	
4.	Proficient in using case management systems, Microsoft Office 365 and other related IT packages	✓	
5.	Experience in working with multi-agency teams		✓
6.	Relevant professional qualifications i.e. Adviser Learning Programme	✓	
7.	Experience of applying trauma-informed practice		✓
8.	Willing to attend training to enhance service provision	✓	
9.	Knowledge and understanding of professional boundaries in the workplace	✓	
10.	Access to transport to enable cross city travel	✓	