

## JOB DESCRIPTION

<b>Job Title:</b> Wellbeing Navigator - Community Advice Team	<b>Reporting to:</b> Community Advice Team Manager
<b>Location:</b> Haverhill	<b>Hours:</b> 15 hours per week
<b>Salary:</b> £10,273 (£25,682 FTE)	

### Job Purpose

REACH (Restore, Encourage, Action, Community and Hope) has provided support to local people in crisis since 2005. We provide a debt counselling, financial inclusion and advice service. We are looking for a **Wellbeing Navigator** to join our **Community Advice Team**. The successful candidate will have excellent communication skills, a keen attention to detail and have a flexible approach to their work. The most important skill required for this role is a care for people and a desire to empower our clients to lift themselves out of poverty.

This is a part time role working 15 hours a week at REACH drop-in locations situated around Haverhill, although some flexibility may be required dependent on service need. Full training will be provided but strong IT skills are a prerequisite to the role.

### Job Summary

- To work as part of the Community Advice Team, running a local REACH drop-in service alongside volunteers, offering benefits checks, advice, and application assistance. To facilitate utility payments, and complete forms, for and with clients.
- To support the provision of emergency food boxes to families in crisis in Haverhill and surrounding towns and villages in West Suffolk at food collection points located in Haverhill where necessary.

### Key Duties and Responsibilities

1. Provide advice, benefits checks, signposting, and referrals for clients, whilst maintaining detailed records in accordance to set procedures and legal requirements;
2. Apply for benefits for clients online;

3. Manage access and a welcoming environment for volunteers and clients alike at REACH drop-ins;
4. Keep the case management system (Advice Pro) up to date after each interaction with a client;
5. Refer clients to REACH advisers and other agencies, and liaise with the Community Connector when appropriate;
6. Provide cover and work from any of the REACH drop-in and food distribution points when required;
7. Support the Community Advice Team Manager when needed.

### Qualifications, Skills and Experience Required

Requirement	Essential	Desirable
Education, training and qualifications	<ul style="list-style-type: none"> <li>• GCSE or equivalent Maths, English and ICT – Grade A to C</li> <li>• Computer literate with a strong working knowledge of Microsoft Office suite</li> </ul>	<ul style="list-style-type: none"> <li>• Have previous experience in signposting, referral and benefits checking</li> <li>• Knowledge of current available benefits</li> </ul>
Skills, knowledge and experience	<ul style="list-style-type: none"> <li>• Office systems and procedures</li> <li>• Experience and knowledge of giving advice</li> <li>• Clear communication with all levels in all mediums</li> <li>• Able to work as part of the team and on own and unsupervised</li> <li>• Problem solving ability</li> <li>• Setting up and maintaining manual and electronic filing systems</li> <li>• Ability to maintain a high level of confidentiality and discretion at all times</li> <li>• People management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity with the issues confronting people with learning disabilities and mental health needs, gained through personal contact or experience in a similar setting</li> <li>• Diary management and appointment booking using manual and computerised systems</li> <li>• Experience of working with volunteers</li> <li>• Practical experience of working remotely</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to take control of a situation when necessary</li> </ul>	
Personal Attributes	<ul style="list-style-type: none"> <li>• Efficient, flexible, ability to work in a dynamic client environment</li> <li>• Mature, professional and well mannered</li> <li>• Ability to learn quickly and confident to question</li> <li>• Self-motivated and punctual</li> <li>• Able to manage own time</li> <li>• Adaptable</li> <li>• Diligent, prepared to dig deeper / investigate</li> <li>• Sympathetic to the Christian beliefs and ethos of the organisation</li> </ul>	

### People behaviours

Communication & Team Working	<ul style="list-style-type: none"> <li>• Acts openly and honestly.</li> <li>• Shows respect for others.</li> <li>• Communicates with others in a clear and structured fashion (written and verbal).</li> <li>• Demonstrates a 'can do' approach.</li> <li>• Understands the importance of confidentiality and data security</li> </ul>
People Management & Development	<ul style="list-style-type: none"> <li>• Delivers agreed performance objectives with required support.</li> <li>• Demonstrates a willingness and appetite to learn.</li> <li>• Willing to participate in training and professional development</li> </ul>

Commitment & Drive	<ul style="list-style-type: none"> <li>• Has high standards and adheres to quality guidelines.</li> <li>• Strives to deliver to the best of abilities at all times.</li> <li>• Shows professionalism and care for clients and colleagues at all times.</li> </ul>
Ethos of the organisation	<ul style="list-style-type: none"> <li>• As a minimum requirement all employees of REACH Community Projects must be able to work within the Christian ethos of the charity</li> </ul>

## Terms and conditions

Location	Main office is Wisdom Facilities Centre, 42 Hollands Road, Haverhill CB9 8SA, however most of this role will be REACH drop-in locations in Haverhill, and occasionally at food collection points located in various locations in Haverhill.
Working hours and pattern	15 hours per week; 3 hours daily, either 9.30-12.30 or 1.30-4.30 depending on when and where the drop-in occurs. As locations and times of drop-ins may change with availability, some flexibility may be required in your working week pattern.
Probationary Period	6 months
Annual Leave	25 days pro rata plus Bank Holidays & working days Christmas to New Year