

## **EMSTN Project Worker**

### **Job Description and Person Specification**

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| <b>Grade/Salary:</b> | £23,512 pro rata   |
| <b>Benefits:</b>     | <a href="#">Click here to see the range of benefits we offer</a>                                 |
| <b>Hours:</b>        | 9.5 hours per week   |
| <b>Location:</b>     | Hybrid with travel to East Midlands Hospitals & Stakeholder venues                               |
| <b>Contract:</b>     | Temporary up to 30th April 2024 (possibility of continuation subject to funding and performance) |
| <b>Line Manager:</b> | City Service Manager   |

#### **Purpose of role:**

This role is a combined role of Service promotion and development activity to raise awareness of the service, carry out general administration and occasional advice work. You will be providing support for the East Midlands Sickle Cell and Thalassaemia Network (EMSTN).

The EMSTN Advice Service is a relatively new service supporting EMSTN patients to deal with social welfare issues, including benefits, debt, housing, employment, health and community care, immigration and family issues. The EMSTN Advice Worker will provide generalist advice and information for patients of EMSTN services via a range of remote channels, including telephone, video and email.

#### **Main duties and responsibilities**

##### **Service development, promotion and general administration**

- Work together with the EMSTN Adviser to further develop the service engagement strategy.
- Maintain advice factsheets on welfare benefits and other common issues.

- Work with CITAL's Communications Officer to create promotional materials for the EMSTN Advice Service, including leaflets, webpage, social media posts and press materials for service launch.
- Draft articles on social welfare issues and support and obtain approval for appropriate publications.
- Provide information and case studies for service monitoring and evaluation.
- Be responsible for and complete administrative tasks for the EMSTN service.

### **Advice & Information (when required)**

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their issue and set their own priorities.
- Identify key information about the issue(s) including time limits, key dates and any requirement for urgent advice or action (using the Citizens Advice website, scripts and any other diagnostic tools, as necessary).
- Establish what outcome the client wants.
- Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and Citizens Advice LeicesterShire's resources.
- Refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including making arrangements and informing clients of what to expect.
- Signpost clients appropriately to suit their needs following agreed protocols.
- Provide clients with telephone, email, video and face to face advice appropriate to their individual needs whilst following agreed protocols.
- Ensure that all work conforms to the CITAL's standards and the Legal Services Commission's Quality Mark Standards at the appropriate level ensuring that any corrective action is taken promptly.
- Maintain case records for the purpose of continuity of advice, information retrieval, statistical monitoring and report presentation.

### **Research and Campaigning**

- Contribute to both local and national campaigns where appropriate
- Raise and submit evidence forms where client circumstances fit with campaigns.
- Raise with clients (after consultation with line manager) the possibility of their involvement in campaigns.

## Professional Development

- Keep up to date with advice changes, policies and procedures relating to the EMSTN service and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with your Line Manager.
- Prepare for and attend supervision and appraisal meetings.

## Training

- Attend internal and external training as may be necessary to carry out your duties including mandatory GDPR and Diversity.
- Attend relevant internal and external meetings as agreed, and if required, with your Line Manager including at the following Hospitals as well as other necessary stakeholders where required:
  - University Hospitals of Leicester
  - Nottingham University Hospitals
  - University Hospitals of Derby and Burton
  - Kettering General Hospital
  - Northampton General Hospital

## Other duties & responsibilities

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies.
- Keep up to date with policies and procedures relevant to the organisation.
- Abide by Health and Safety guidelines and share responsibility for your own safety and that of colleagues.
- Be able to accommodate reasonable changes in working hours in order to meet the needs of the business.
- Any other duties as required to ensure the effective provision of the service.

| <b>Person Specification</b> |  | <b>Essential/<br/>Desirable</b> | <b>Measured<br/>by:</b> |
|-----------------------------|--|---------------------------------|-------------------------|
| 1.                          | A commitment to the aims and principles of Citizens Advice LeicesterShire. | Essential                       | P                       |
| 2.                          | Being open and approachable.   | Essential                       | A, I, P                 |
| 3.                          | Ability to communicate clearly both orally and in writing.                 | Essential                       | A,I, P                  |
| 4.                          | Ability to quickly sift through information and extract what is relevant.  | Essential                       | A, I                    |
| 5.                          | Ability to research, analyse and interpret complex information.            | Essential                       | A, I                    |
| 6.                          | Respect for views, values and cultures that are different to your own.     | Essential                       | A, P                    |
| 7.                          | An understanding of why confidentiality is important.                      | Essential                       | A, I                    |
| 8.                          | Competence in using IT.  | Essential                       | A,P                     |
| 9.                          | Ability to work alone and as part of a team.                               | Essential                       | A, I, P                 |
| 10.                         | Ability to recognise own limits and boundaries in the role.                | Essential                       | P                       |
| 11.                         | A positive attitude to self-development and assessment.                    | Essential                       | A, P                    |
| 12.                         | Basic mathematical skills, including percentages.                          | Essential                       | A, T, P                 |
| 13.                         | Ability to travel to East Midlands Hospitals and stakeholder sites.        | Essential                       | A, I, P                 |
| 14.                         | Experience of service development and/or promotion.                        | Essential                       | A, I                    |
| 15.                         | Recent Advice Experience.  | Desirable                       | A                       |
| 16.                         | Ability to speak other language(s).  | Desirable                       | A                       |
| 17.                         | Knowledge of the East Midlands Geography.                                  | Desirable                       | A                       |

**Measured by: A = Application Form, I = Interview, P = Probationary period,  
E = Extra activity, T = Test**

**This role is subject to a basic DBS check.**