

## Somerset Mental Health Alliance Adviser

### Context of Role

The role will provide advice to clients accessing help and support from a partnership of community based mental health services. As a partnership service the adviser will work within a multi-agency team supporting clients. This will involve delivering a programme of advice linked to each clients' needs assessments and recovery goals. The postholder will be responsible for their client administration, completing partnership records and outcome measures

This role will be ideal for someone with demonstrable experience of providing one to one services for vulnerable clients with mental health support needs.

### Role Purpose

- To work within the ethos and values of the service in order to develop positive, trusting, and professional relationships with clients, colleagues, and partners
- Support and advise a designated number of clients continuing to work with them and recording the positive actions and changes reported by clients during their programme
- Provide services from within mental health services, community settings or other safe environments of clients' choice
- Deliver advice with follow-on casework support where appropriate
- Co-ordinate our work with clients and liaise with the other agencies also working with the client
- Undertake monitoring and evaluation
- Participate in multi-agency client care planning and team meetings

### Role Description

#### Partnership

- Work in collaboration with partners and project teams to create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff, partners and clients are supported.

#### Advice giving

- Provide assessment and advice to clients face-to-face, by telephone and by email or other channels accordance with the policies and procedures of the organisation and the requirements of the partnership
- Undertake thorough and appropriate research and explore options and implications so that clients can be supported to make informed decisions

- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning
- Refer internally or to other specialist agencies as appropriate
- Develop specialism in one or more advice area (Welfare Benefits, Debt, Employment etc.)
- Ensure that all work conforms to the organisation's office manual and the Advice Quality Standard/funding requirements, as appropriate
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation

### **Quality Assurance**

- Liaise with the Supervisors and quality assessors to make provision for the assessment and case-checking of an allocated number of cases as requested.

### **Learning, development, and training**

- Identify own learning and development needs and take steps to address these
- Keep updated on legislation, policies, and procedures
- Attend relevant internal/external meetings/training as agreed with line manager
- Support internal and external learning and development activities, related to debt advice, to ensure the competence and continuing development of staff and volunteers

### **Research and Campaigns**

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel
- Alert clients to research and campaigns options
- Contribute to drafting a research and campaigns plan, identifying priorities for campaigns and development
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role

### **IT and Telephony**

- Use telephony and IT equipment for multi-channel delivery of advice services including face-to-face, telephone, email and webchat
- Maintain and review daily, electronic diary for working locations, absences, etc.
- Use IT for statistical recording of information relating to advice delivery, record keeping, producing statistical information and document production
- Ensure IT information assurance training is completed on an annual basis

### **Generic duties and responsibilities**

- Keep updated on CAM aims, policies and procedures, and ensure these are followed
- Develop and maintain effective admin' systems and records relevant to the role
- Attend regular CAM and external meetings relevant to the role
- Monitor and evaluate activities appropriate to the role and contribute to CAM planning process by providing regular reports and feedback on responsibility areas
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the CAM team

- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues
- Abide by CAM's Information Assurance policies
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service

## Person Specification

- Confident and professional approach to your work and the ability to take personal responsibility for your own actions and work plans
- Demonstrable experience of working safely and appropriately with vulnerable clients and of working to standards of best practice in relation to confidentiality, information assurance and safeguarding
- Give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Proven IT, numeracy and literacy skills and the ability to use office software, cloud based programmes and CAM IT systems
- Maintain an electronic diary
- An understanding of and commitment to the aims, principles and policies of the Citizens Advice Service and the positive value of diversity effectively
- Prioritise own work and the work of others, meet deadlines and manage workload in a busy environment
- Research, analyse and interpret complex information and produce and present clear reports verbally and in writing
- Experience of providing public presentations and producing marketing and PR materials
- Work effectively as part of a team
- Experience of recruiting, training, and supporting volunteers to assist in project activities

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks