



Project 17

St Joseph's Hospice
Mare St
Hackney
London
E8 4SA

www.project17.org.uk

Project 17 Person Specification

<u>Title of Post:</u>	Advice Support Officer
<u>Location:</u>	Generally working from Project 17's offices, based at St Joseph's Hospice, Mare St, Hackney, London E8 4SA. Currently working from home in line with social distancing guidelines.
<u>Responsible to:</u>	Director
<u>Responsible for:</u>	Delivery of administrative support and other activities required to sustain Project 17's frontline work
<u>Salary:</u>	£24,830 (pro rata)
<u>Annual Leave:</u>	25 days pro rata + bank holidays pro rata
<u>Hours:</u>	4 days per week

Description

Providing support to Project 17's frontline advice and advocacy service, including organising destitution support; gathering and analysing information and supporting volunteers.

Main Tasks

Project Support

1. Manage destitution support for Project 17's clients, including foodbank and baby bank referrals and support in kind
2. Apply for small grants for individuals from external organisations
3. Process referrals from other organisations for Project 17's Hotel Fund and draft complaint letters to local authorities where the fund is used
4. Assist with strategic work, including gathering information from clients and supporting clients to make complaints
5. Keep Project 17's internal directories up to date
6. Assist with monitoring and evaluation of the frontline service

7. Respond to initial enquiries for advice
8. Recruit, train, supervise and support volunteers who accompany clients to assessments

General

9. Undertake any other related duties as required, consistent with the development of the post and the organisation
10. Attend relevant training and development courses
11. Adhere to Project 17's Equality and Diversity Policy

Person Specification:

Knowledge and Experience	Essential/Desirable
Experience of providing administrative support	D
Understanding of data protection requirements and confidentiality	E
Skills and abilities	
Excellent communication skills, both written and spoken	E
Understanding of the barriers facing families with no recourse to public funds	D
Ability to work sensitively with people in difficult circumstances	E
Ability to think strategically	E
Excellent IT skills	E
Ability to work independently, manage time effectively and prioritise workload	E
Ability to work as part of a small team	E
Values	
A commitment to the values and ethos of Project 17	E
A commitment to inclusion and diversity	E

We particularly encourage people with personal experience of no recourse to public funds to apply.

We are interested in all types of experience, whether in a work or personal setting, and whether paid or voluntary.