

## **JOB DESCRIPTION**

**JOB TITLE:** Advice and Advocacy Worker (Cheshire West)

**RESPONSIBLE TO:** Operations Lead

**RESPONSIBLE FOR:** Delivering quality assured advice and advocacy casework to Irish Traveller and Gypsy Traveller communities in Cheshire West. The programme will focus on building individual and community strengths to support the delivery of a community development programme with a particular focus on wellbeing.

**CONTRACT:** Temporary Maternity Cover to December 2025

**SALARY:** £25000 – 28154 per annum

**HOURS OF WORK:** 35 hours per week

**PLACE OF WORK:** Office base Liverpool; service delivery Cheshire West

**ROLE SUMMARY:** This post is instrumental in the growth and development of Irish Community Care as a leading participant in the provision of advice, guidance, and support for all Irish communities in the North West. The post holder will provide direct case work advice and advocacy; manage a caseload to support and enable Community Members to resolve both immediate and crisis situations, and more enduring issues. The post holder will make links and refer to appropriate partner agencies and other ICC services promoting a multiagency approach. The post holder will deliver services flexibly and efficiently across all areas of engagement including telephone / digital; face to face appointments; community outreach, and prison in reach. The post holder will also support the delivery of health, wellbeing and other community initiatives / activities as identified.

## **KEY RESPONSIBILITIES**

- Build relationships with Irish Traveller and Gypsy Traveller communities (the community) living in or passing through Cheshire West.
- Plan and deliver accessible, comprehensive, and quality assured advice and advocacy services that meet individual needs and achieve positive outcomes.
- Ensure casework delivered and completed in line with Advice Quality Standards.
- Complete initial and ongoing assessments with Community Members of their skills, assets, presenting issues and support needs e.g., cultural, accommodation, mental and physical health, alcohol /drug use, offending, access to welfare benefits entitlements and social care needs.
- Ensure the community are well informed about health and social care services, entitlements and opportunities for education, training and employment, civil society, leisure, and recreation and facilitate access to these.
- Actively promote a community asset-based approach, identifying, sharing, and celebrating community and individual strengths.
- Utilise these assets to support the delivery of a community development programme with a particular focus on wellbeing.
- Encourage the community to identify and report hate crime.
- Strengthen community representation across statutory, voluntary, and private organisations.

## **GENERAL RESPONSIBILITIES**

- Apply the strategic vision of ICC as outlined in the latest business plan.
- Work within budgets.
- Identify innovative ways to fundraise for ICC undertaking at least one fundraising initiative/challenge each year.
- Ensure ICC maintains a high profile in all aspects of engagement and promotion.
- Develop and maintain relationships with key stakeholders.
- Respond to safeguarding concerns adhering to policy and procedures.
- Comply with all relevant policies and procedures.
- All staff are expected to work in a flexible way.

## PERSON SPECIFICATION

<b>ESSENTIAL KNOWLEDGE &amp; EXPERIENCE</b>	<b>ASSESSMENT</b> <b>A = Application</b> <b>I = Interview</b>
Relevant Degree or equivalent AND/OR proven experience in delivering advice advocacy and support.	A & I
Direct experience of working with people & communities and working collaboratively to help people to have positive experiences and to really thrive.	A & I
Experience of delivering advice advocacy and support and achieving positive outcomes	A & I
Understand marginalisation and the particular experiences of Irish Traveller and Gypsy Traveller communities.	A & I
Experience of dealing with Safeguarding concerns	A & I
Experience and understanding of Health & Safety, GDPR, Equalities and Human Rights	A & I
Experience of networking and building effective partnerships	A & I
Knowledge of Statutory and Voluntary Community & Faith services in Cheshire including referral pathways and access	A & I
Good understanding of health and welfare services including a working knowledge of welfare benefits entitlements and proven track record of successful outcomes	A & I
Understanding the importance of business planning, fundraising, and working with funding bodies	A & I

<b>ESSENTIAL SKILLS</b>	<b>ASSESSMENT</b>
Excellent written, verbal and influencing communication skills.	A & I
Empathy skills with proven ability to lead, engage and motivate people	
Highly proficient in use of IT including all Microsoft packages.	A & I
Excellent recording & reporting skills including reporting on outcomes.	A & I
Excellent Time Management and ability to work proactively and prioritise to meet tight deadlines.	A & I
Excellent organisational and planning skills	A & I
Commitment to Asset Based Community Development	A & I
Ability to use own initiative and motivate others	A & I
Excellent problem solving and lateral thinking	I
Full UK Diving License and Use of Car	A

<b>BEHAVIOURS</b>	<b>ASSESSMENT</b>
Commitment to the values of ICC	I
Commitment to treating everyone fairly regardless of difference, being respectful and non-judgmental	A & I
Commitment to personal and professional development	A & I
High expectation of self and others	A & I
Willingness to work flexibly in terms of both hours and location including evenings and weekends by prior agreement	I