

## **Recruitment Pack For Welfare Advisor Hopscotch Women's Centre**

### **Hopscotch**

Hopscotch Women's Centre has a long history of running charitable services to support vulnerable, Black and Minoritised Ethnic women – particular those who speak Sylheti - with issues around poverty, unemployment and abuse.

We are located in Camden and delivery our services anywhere where there is a need for person-centred and trauma-informed services. We like our work to wraparound women and families in need so they can feel supported in their struggles and eventually move to a place of independence, strength and empowerment.

### **Message from Simran Chawla, CEO**

*"Welcome to Hopscotch and to this recruitment pack for a Welfare Advisor.*

*At Hopscotch we work as one, we depend on each other's drive and commitment to constantly improve our own work. The Programme's team at Hopscotch is professional and cohesive and will continue to grow and work happily, under pressure, under the care of Isabelle Terrisson, our Head of Programmes.*

*Being static isn't an option, especially given that our services are highly sought after, and that our reach is getting wider by the year.*

*We need you to be someone who can demonstrate a high-level understanding of what it takes to reach and support vulnerable Black and Minoritised Ethnic Women in London.*

*The role demands someone who is proactive with excellent trouble-shooting skills to handle any situation with positivity. The role will necessitate an understanding of the challenges around welfare and benefits that face our service users. You must have a desire to connect those in need, to the other amazing services Hopscotch provides.*

*Working closely with other community organisations, as well as Camden Council, you will enjoy engaging the world of welfare and benefits for the empowerment of women who otherwise are not seen.*

*Thank you for your interest in our charity and we look forward to receiving your application form once you have read the job description. Good luck!"*

## **JOB DESCRIPTION**

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|----------------------|------------------------------------------------------------------|
| <b>Title of Job:</b> | <b>Welfare Advisor</b>                                           |
| <b>Salary:</b>       | <b>£18,600 pro-rata per annum (£31,000 Full Time Equivalent)</b> |
| <b>Hours:</b>        | <b>21 hours</b>                                                  |
| <b>Duration:</b>     | <b>9 months</b>                                                  |
| <b>Reports to:</b>   | <b>Welfare Benefits Lead</b>                                     |

### **Overall Purpose of the Job**

The purpose of the job is to provide person centred welfare benefits advice, information and advocacy for Black and Minoritised Ethnic women, in the borough of Camden.

The Advocate will also refer clients to other our other services as well as externally to legal aid, housing departments, adult social care etc, in order to enable them to access their rights. There will be a specialist focus on women who are at risk of violence against women and girls in all its forms.

### **Key Responsibilities**

- Provide detailed casework for women and their families in both English and other languages where possible – especially Sylheti, in relation to welfare/benefits advice and support
- Assist clients to prepare for benefit appeals and provide representation at tribunals
- Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available
- Refer clients to our other services as well as other agencies as appropriate for specialist help with issues that fall outside the remit of the service, including legal issues such as injunctions, and representation at immigration appeals
- Develop working relationships with other professionals working with the client group and to network with other professionals in the advice work field
- Ensure that all advice sessions are well advertised both internally and externally and to keep all Hopscotch information services up to date
- Carry out outreach in the community to create awareness of the project, advice surgeries and enrol people in relevant workshops, including workshops delivered online

- Develop links with and engage partner organisations in the delivery of the programme
- Facilitate workshops and information sessions related to welfare benefits, personal budget management and life skills in partnership with external agencies
- To receive and provide practical guidance to other workers and volunteers carrying out work with this client group
- Maintain detailed case records for the purpose of continuity of case work, information retrieval and monthly statistics and provide reports as required
- To gather statistics in order to monitor and evaluate the service, providing reports as required to the steering group, funders and partners
- Follow Case Management Procedures, maintain client files and ensure that all quality standards are followed
- To undertake training and self-development in order to develop skills and increase knowledge and understanding of issues facing women affected by domestic violence

### **General Responsibilities**

- Support Head of Programmes with Advice Quality Standard renewals as required
- Ensure that Hopscotch's policies and procedures are complied with in the delivery of services
- Participate in supervision and appraisal with their line manager. To work with the line manager to review professional development and undertake training as agreed
- To occasionally work during evenings and weekends, as required by the post
- Contribute through Hopscotch team meetings, training and outreach/events to the development of Hopscotch services
- Adhere to Hopscotch's Equal Opportunities Policy, Health & Safety Policy and Confidentiality Policy at all times
- Represent the project at meetings with other agencies as appropriate
- Any other duties which are considered commensurate with the post

## PERSON SPECIFICATION

|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                           |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| <b>Qualifications</b>         | NVQ Level 3 in Information Advice and Guidance or equivalent<br>Evidence of wide ranging continued professional development                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | E<br>D                                    |
| <b>Experience</b>             | Experience of delivering welfare rights-based advice or advocacy work<br>Experience of outreach and community-based work<br>Experience of planning and facilitating training and workshops on issues related to welfare benefits<br>Experience of performance measurement and evaluation systems<br>Experience of using Microsoft Office packages and carrying out internet research<br>Experience of taking appointments, accurate record keeping and filing, both electronic and paper.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | E<br>E<br>E<br>E<br>E<br>E                |
| <b>Skills &amp; Abilities</b> | Ability to communicate fluently in a London community language and English<br>Ability to communicate effectively with service users and professionals on the telephone, online platforms e.g. Zoom, WhatsApp, and face to face<br>Ability to communicate effectively in written English with an emphasis on preparing reviews, reports and general correspondence<br>Ability to complete monitoring forms and produce written updates<br>An ability and willingness to work as part of a team<br>Ability and willingness to maintain up to date knowledge of domestic violence, forced marriage and statutory guidance in relation to welfare rights and systems<br>Ability to plan and prioritise effectively and work on own initiative in a demanding environment<br>An ordered approach to casework and an ability and willingness to follow set procedures concerning casework and file management<br>Ability to maintain a high degree of confidentiality in relation to a range of sensitive information required | E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E |
| <b>Knowledge</b>              | Understanding of the poverty in inner city areas, particularly with recently arrived people and communities<br>Knowledge and understanding of the political, social and economic environment of Black and Minoritised Ethnic communities<br>An understanding of the issues facing Black and Minoritised Ethnic women affected by domestic violence<br>Knowledge of welfare reforms and the implication it has for communities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | E<br>D<br>E<br>E                          |
| <b>Personal Attributes</b>    | A flexible approach to work and ability to work some unsocial hours.<br>Awareness of and commitment to equalities and diversity principles                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | E<br>E                                    |

For an informal discussion about the post, please contact  
Isabelle Terrisson, Head of Programmes  
020 7388 8198  
[recruitment@hopscotchuk.org](mailto:recruitment@hopscotchuk.org)

Further information about Hopscotch is available at [www.hopscotchuk.org](http://www.hopscotchuk.org)

***Please complete an application form which can be found at  
<https://hopscotchuk.org/application>***

Interviews will be held as applications come in.

This role is subject to an Enhanced Disclosure endorsed by the Disclosure and Barring Service

***Please do not send CVs as they will not be considered***

Funded by the London Borough of Camden