**Job Description**

**Job Title:** Working for You Advisor

**Team:** Equality Housing

**Reports To:** Working for You Manager

**Location:** 35 Hendon Lane, clients’ home, and community-based

Working for You is a service that provides appropriate information, advice, and guidance to adult clients with a learning disability and/or high-functioning Autism within the London Borough of Barnet. A Working for You Advisor would be expected to promote the service and perform the role in a way that furthers the values of Barnet Mencap, particularly customer care, equal access and opportunity, and quality of service. They would be expected to promote independence and wellbeing, ensure safeguarding is kept at the forefront of all that they do, and develop a good working knowledge of the policies and procedures of Barnet Mencap – operating within the guidelines at all times.

**Role & Responsibilities: General**

* Commitment to the safeguarding of the clients at all times and responsibility for reporting any concerns immediately to the manager
* Responsible for maintaining good working practice within the team and reporting any concerns immediately to the manager
* Updating and agreeing relevant action plans and assessments with clients
* Recording and updating significant and relevant information on individual clients’ records
* Liaising with relevant staff regarding the completion of all necessary paperwork
* Writing letters and reports as and when required
* Liaising with other agencies and organisations
* Contributing to performance management reports

**Role & Responsibilities: Information Advice and Guidance**

* Providing information, advice, and guidance to clients using Working for You
* Planning and implementing appropriate support and action plans to meet the needs of clients
* Maintaining contact with specified clients (as agreed), and explaining clients’ responsibility in providing the information needed in order for the service to be received
* Compiling necessary reports with clients
* Keeping knowledge of benefits and available services current
* Ensure database entries are made in a timely manner
* Attending and participating in relevant client meetings, keeping accurate records, and following agreed action plans
* Maintaining constructive working relationships with clients to promote their welfare and development
* Maintaining constructive relationships with colleagues, families, Barnet Mencap trustees and members, and other professional agencies to promote the welfare and development of clients
* Assisting clients in communication with benefit offices, job applications, social workers, and other relevant parties
* Working with other professional agencies and attending meetings at the direction of the Manager to promote the welfare and development of clients
* Undergoing training to maintain and develop a) an understanding of the needs of people with learning disability and/or Autism; b) a working knowledge of current legislation, benefits, approaches, and interventions

## Role & Responsibilities: Additional

## Participation in regular supervision and appraisal meetings with the Manager

* Ensuring Health and Safety policies and procedures are maintained at all times
* Responsibility for the physical care, safety, and welfare of yourself and others in the office and clients’ houses
* Actively promote equal opportunity policies and anti-discriminatory practices at all times
* Awareness of the cultures and diversity of people who use our service
* Undertaking any other duties that may be necessary as part of the Working for You Advisor role

## Note

In order to deliver services effectively, a degree of flexibility is needed, and the role-holder may be required to perform work not specifically referenced above. However, such duties will fall within the scope of the post and the appropriate grade. The duties and responsibilities of this post might change over a period of time, but only significant additional duties or required responsibilities will render the grade of the post liable for re-evaluation.