

Community Generalist Advisers

Position: Community Generalist Adviser

Location: Medway Towns - working from office and within community locations.

Salary: £21,500- £24,647 (£19,500 Trainee) per annum + up to 5% pension

Hours: F/T or P/T

Type of contract: Fixed

Closing date for applications: Noon on 26TH January 2023

Interview date: Week Commencing 30th January 2023

Role details:

Context of role: This role is part of the front-line response to the cost-of-living crisis within the Medway Towns, including advising on all 'generalist' advice matters, tackling fuel poverty, referrals to foodbank, identifying unclaimed benefits and supporting our clients to find solutions to the problems they present. In short you will be making a real difference to people's lives every day.

Role purpose: Triage clients to find out what support they need and identify the best way to help them. Deliver detailed advice and information via face-to-face appointments, telephone and email channels. Complete benefits checks and other types of assessments and applications when appropriate. Research and explore options and implications so that clients can make informed decisions.

Ideally you will have some experience of support work and working with vulnerable clients. Training can be provided on welfare benefits and other advice areas. A full clean driving licence is desirable.

For further information please email Jobs@medwayadvice.org.uk for more information about us and to download the job pack.

