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Until 2022



2 October 2020

Dear Applicant

Thank you for your interest in the post of **Advice & Advocacy Worker**.

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that CVs **will not be considered** as part of your application; we will be short-listing from fully filled out application forms only.

Your completed application form, together with your completed monitoring form, should be sent to arrive **no later than 9:00 am on Friday 23<sup>rd</sup> October 2020**, by email to [recruitment@metrocharity.org.uk](mailto:recruitment@metrocharity.org.uk). Please include your full name in the message subject line. Your email, including attachments, must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held over Zoom, will take place on **Friday 30<sup>th</sup> October 2020**.

For further information regarding this post, please contact **Jo Robinson, Head of HIV, Mental Health & Wellbeing** on 020 8305 5000 or by email [jo.robinson@metrocharity.org.uk](mailto:jo.robinson@metrocharity.org.uk).

We look forward to hearing from you.

Best wishes

Dr Greg Ussher, CEO

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**METRO Gillingham**  
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**METRO Surrey**  
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The Old Bakery  
South Road  
Reigate, Surrey  
RH2 7LB

# Job description

## Key details

Job title	Advice & Advocacy Worker
Employment status	Full-time (2 posts) / Part time (1 post)
Duration	Fixed-term contract until 31 <sup>st</sup> March 2021
Salary/Wage	£28,171 pa (pro rata for part time post)
Hours	35 hours a week, Monday – Friday (17.5 hours for part time post)
Line manager	Advice & Advocacy Project Lead
Coordinated by	Jo Robinson, Head of HIV, Mental Health & Wellbeing
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is working from home, with possible occasional office work in METRO Vauxhall office or Woolwich office.

## Job outline

The Advice & Advocacy Worker will provide frontline advice and advocacy services to a range of our London clients. This will include providing assessments, advice work, and onward referral and signposting.

The role will make a difference to the lives of clients from vulnerable communities, at a time where the COVID-19 pandemic has increased the existing health and social care inequalities that our clients face.

## Main tasks

1. Provide advice and advocacy work to clients from different backgrounds who experience needing support around their health and social care needs.
2. Provide client assessments, advice work and ongoing referral and signposting to a wide range of other services, both internally and externally.
3. Facilitate the empowerment of clients around their health and social care needs, so they are better able to navigate the health and social care system, and advocate for their own needs.
4. Meet with clients and help them with filling in benefit forms, and talking through their advocacy needs.
5. Work with their line manager to produce briefing sheets for clients, on a range of health and social care need issues. Topics will include Universal credit; debt management;

- housing rights; long-term health condition advocacy; discrimination in services and employment and mental health needs.
6. Work within a model that acknowledges that clients are human beings with a wide range of needs, and conduct holistic assessments that might require onward referral.
  7. Support our wide range of clients who are experiencing poverty, ill health, stress and anxiety due to the demands of their lives and the impact of the COVID-19 pandemic.
  8. Record notes accurately and appropriately on our internal client database.
  9. Keep up to date on a range of health and social care issues, and how they are experienced by our clients, with a particular focus on topics such as sexual health, HIV, mental health, LGBTQ rights, disability rights, immigration rights, and people living with long term health conditions.
  10. Make active links with other agencies facilitating decision-making and contact for clients with agencies such as Local boroughs, housing departments, solicitors, Citizen's advice bureaux, HIV and sexual health clinics, mental health and drug and alcohol agencies.

## Other duties

1. Adhere to METRO policies and procedure at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by the Manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

# Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
At least two years of experience in conducting advocacy and advice work with people from vulnerable communities		Essential	AF & I
An understanding of the needs of vulnerable services users from a range of protected characteristics under the Equalities Act 2010.		Essential	AF & I
Experience of writing briefing sheets or presenting complex advice and advocacy information in a simple way for clients.		Essential	AF & I
An understanding of a collaborative, empowering approach and how to facilitate this with clients.		Essential	AF & I
An understanding of discrimination and how this affects different communities.		Essential	AF & I
An understanding of the importance of confidentiality as it relates to this work		Essential	AF & I
Experience of maintaining relationships with statutory and other voluntary service providers		Essential	AF & I
	The ability to offer advice, information and informal support both face to face and by telephone in a sensitive, non-judgemental manner	Essential	AF & I
	Good assessment and case management skills	Essential	AF & I
	Ability to work and communicate in a manner which empowers vulnerable people	Essential	AF & I
	Ability to work on own initiative as well as part of a team	Essential	AF & I
	Good IT and report writing skills	Essential	AF
	Ability to travel across London boroughs	Essential	AF & I