



**Brighter Living Partnership**

**JOB DESCRIPTION**

<b>Post:</b>	<b>Temporary Client Support Officer</b>
<b>Salary:</b>	<b>£20,138</b>
<b>Hours</b>	<b>35 hours per week</b>
<b>Location:</b>	<b>Working from home initially / Southport Community Centre</b>
<b>Responsible to:</b>	<b>Deputy Manager</b>

**Job Purpose:**

Work remotely from home during the “COVID Lockdown” you will be supporting our most vulnerable clients with telephone support and linking them into services during these unprecedented times.

**Principal tasks:**

1. To contact clients who require assistance and to signpost them to relevant services or to arrange that they receive services delivered by Brighter Living Partnership, such as shopping.
2. To provide any volunteers related to the project with the necessary support, guidance and training, as per Brighter Living’s policies and procedures.
3. To maintain contact, where suitable, with clients and ensure that they have access to appropriate support.
4. To maintain appropriate records and databases as specified, complying with policies and procedures and ensuring all grant requirements are in order.
5. To undertake any other reasonable tasks on behalf of Brighter Living Partnership as may be assigned from time to time.

**Equal Opportunities:**

All staff are expected to be committed to equal opportunity principles and to comply with Brighter Living Partnerships policies and procedures relating to equal opportunities.

**Confidentiality:**

All staff are required to maintain confidentiality of all information and records relating to the work of the project and Brighter Living Partnership.

**General:**

Staff are expected to participate in staff development and training and to use all relevant learning opportunities to improve personal skills. The successful candidate will be required to undergo a DBS (CRB) enhanced check.

**Hours of Work:**

35 hours per week.

The post-holder must be prepared to work flexible hours, in line with the requirements of the project. This could involve some evening and occasional weekend work, for which time off in lieu will be granted subject to Brighter Living Partnership policies and procedures and prior agreement with your Line Manager.

The post-holder will be expected to adopt a mature and common-sense approach to this arrangement.

**Management Arrangements:**

The post-holder will be employed by Sefton Council for Voluntary Service and be seconded to the Brighter Living Partnership. The post will be line-managed by the Deputy Manager.

**Funding:**

This position is funded in the first instance for 3 months from May 2020.

## **PERSON SPECIFICATION**

The post-holder should be able to demonstrate that they have the skills and experience in each of the following areas:

### **COMMON REQUIREMENTS FOR ALL BRIGHTER LIVING PARTNERSHIP POSTS**

#### **1. Communication Skills**

- To be able to understand and be understood by different groups and individuals in various situations.
- To be able to prepare and present both written and verbal reports to a high standard.

#### **2. Interpersonal Skills**

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of the Brighter Living Partnership

#### **3. Organisational Skills**

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

#### **4. Team Working**

- To be able to contribute to the Brighter Living Partnership team and its overall effectiveness.
- To share skills, expertise and ideas with other Brighter Living Partnership projects.

#### **5. Information & Communication Technology**

- To be able to use and have experience of using a word-processor, databases, spreadsheets and the Internet.

#### **6. Equal Opportunities**

- To be committed to equal opportunities for everyone, regardless of race, sexuality, gender etc.

#### **7. Voluntary Sector**

- To have an understanding of the ethos of the voluntary and community sectors, the context within which they work and their value base.
- To have experience, either paid or unpaid, of working in the voluntary and community sector.

#### **8. Essential requirements specific to this post:**

- Home Internet Connection will be required
- Good communication skills, particularly by telephone and email including empathy and active listening
- A good knowledge of support services available in Sefton and an ability/willingness to research these
- Ability to use spreadsheets and IT systems to a good standard
- Good time management and ability to work on own initiative but contribute effectively to the teams outcomes and work plans

#### **9. Desirable requirements specific to this post:**

- An understanding of Health Inequalities
- Experience of working with Residents and Community Groups