**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 adults with a learning disability and/or autistic adults within the London Borough of Barnet. It is a service that values customer care, equal access and opportunity, and quality of service.

A Working For You Advisor promotes the service and performs the role in a way that furthers the values of Barnet Mencap. Promotion of independence and wellbeing, ensuring safeguarding, developing a good working knowledge of the policies and procedures of Barnet Mencap, and operating within those guidelines is kept at the forefront of all that they do.

**Role & Responsibilities: General**

* Commitment to safeguarding and responsibility for reporting any concerns immediately to the manager
* Contributing to performance management reports
* Liaising with other agencies and organisations
* Liaising with relevant staff regarding the completion of all necessary paperwork
* Recording and updating significant and relevant information on clients’ records
* 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
* Writing letters and reports

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

* Assisting clients in benefit applications and appeals
* Communicating with benefit offices, social workers, and other relevant parties
* Keeping knowledge of benefits and services up to date
* Attending and participating in client meetings, keeping accurate records, and following agreed action plans
* Compiling reports with clients
* Maintaining constructive relationships with colleagues, families, Barnet Mencap trustees, members, and other professional agencies to promote the welfare and development of clients
* Maintaining constructive working relationships with clients to promote their welfare and development
* Maintaining contact with previously agreed clients, and explaining their responsibilities in providing information needed for the service
* Making database entries in a timely manner
* Planning and implementing appropriate support and action plans to meet the needs of clients
* Providing information, advice, and guidance to clients using Working For You
* Undergoing training to maintain and develop a) an understanding of the needs of people with a learning disability and/or autistic adults; b) a working knowledge of current legislation, benefits, approaches, and interventions
* Working with other professional agencies and attending meetings to promote the welfare and development of clients

## Role & Responsibilities: Additional

* Actively promoting equal opportunity policies and anti-discriminatory practices
* Actively taking responsibility for the physical care, safety, and welfare of yourself and others in the office and clients’ homes
* Any other duties that may be necessary as part of the Working For You Advisor role
* Awareness of the cultures and diversity of those using our service
* Maintaining Health and Safety policies and procedures

## Participation in regular supervisions and appraisals

## Note

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, but only significant additional duties or required responsibilities will render the grade of the post liable for re-evaluation.