



JOB TITLE:	Generalist Adviser (Major Trauma Service)
SALARY:	£29,000 - £31,000 per annum pro rata, depending on skills and experience
HOURS:	21 hours per week – Wednesday required; Thu/Fri preferred. Normal working hours 9.30 – 17.30 excluding lunch break.
RESPONSIBLE TO:	Head of Projects
RESPONSIBLE FOR:	Volunteers
PLACE OF WORK:	The post holder will work primarily from St George's Hospital and CA Wandsworth offices but may be required to work anywhere in Wandsworth

BACKGROUND

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

Citizens Advice Wandsworth (CAW), one of the local Citizens Advice members, is a thriving advice organisation that provides information, advice and casework support to local residents. In the last 12 months we have helped about 13,000 people. In addition to our core advice service, funded by Wandsworth Council, we have a growing range of projects, funded from sources included trusts and foundations and the local Clinical Commissioning Group.

Citizens Advice Wandsworth has worked with St George's Hospital Major Trauma unit and Cardinal Management to deliver the Major Trauma Signposting Partnership since 2016. Approximately 100 patients are admitted to the trauma wards each month. Major trauma covers a wide range of injuries. These might include serious head injuries, spinal cord injuries, severe gunshot wounds or road traffic accidents.

Patients have access to a specialist multidisciplinary team to manage their injuries, rehabilitation and recovery. Patients and their families also have advice needs on how to manage/organise their affairs during a difficult and challenging time which this project addresses.

This role is a job-share with another Major Trauma Generalist Adviser who works 21 hours a week. The Advisers have 1 overlapping day (Wednesdays) and coordination and support between the post-holders is important to the ongoing success of this project. The post-holder will be line managed by CAW Head of Projects and supported in their hospital role by the trauma coordinator and lead therapists on both the major trauma and neuro wards.

Role purpose

To:

1. Provide high quality generalist advice and casework for Major Trauma patients and their families.
2. Develop and maintain relationships with clinical staff at St George's hospital, establishing systems and promoting the service amongst staff and patients, Cardinal Management staff, and Major Trauma job-share colleague.
3. Monitor project progress, produce project reports and liaise with the funder in order to maximise the opportunities for the project's extension and growth.
4. Identification of and action on policy, research and campaign issues arising from the Major Trauma Project in particular.

Job Description

Advice and casework

- Ensure that all casework meets quality standards.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Prioritise caseload and work flexibly around interruptions relating to patient care.
- Ensure that all work conforms to CAW systems and procedures.

Project Management

- Develop, manage, monitor and implement the Major Trauma project plan in consultation with the funder, colleagues and project partners.
- Gather statistics and feedback in order to monitor and evaluate the service, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes and providing reports as required to the steering group, funders, and partners.
- Convene and attend project steering group meetings as required.

- Produce reports and monitoring information about the service for the funder/commissioner and management.

Research & campaigns

- Have responsibility for tracking and reporting on social policy, research and campaign issues. Assist with social policy work by providing information about clients' circumstances.
- Gather and provide as necessary information about clients circumstances, case studies and statistical information on the number of clients and nature of cases where is an issue.
- Monitor service provision to ensure that it reaches the widest possible client group.

Professional development

- Keep up to date with legislation, case law, policies and procedures and undertake appropriate training.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Be alert to funding opportunities and contribute to funding bids and proposals.
- Demonstrate commitment to the aims and policies of the CAW service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Ensure St George's Trust values (excellent, kind, responsible, respectful) are upheld.

The job will involve working with patients or their families on a busy acute hospital ward which may be distressing and/or emotionally challenging.

Person specification

Essential

1. The ability to commit to, and work within, the aims, principles and policies of the CA service and CAWandsworth.*
2. Understanding of what a high quality advice service which makes a difference to outcomes for clients looks and feels like.
3. Experience of providing a generalist advice service.
4. Knowledge, experience of, and demonstrable ability to provide good quality advice and casework.
5. Ability to prioritise own work, meet deadlines and manage caseload.
6. Ability to use IT in the provision of advice and the preparation of reports and submissions.
7. Ability and willingness to work as part of a team.
8. Commitment to reflective performance and continuing professional development.
9. Ability to develop and manage a project and produce data and reports for the funder and other stakeholders

10. Understanding of the need to monitor the experience of clients, and the difference our services make, in order to secure funding and deliver effective policy, research and campaign activities.
11. A good level of personal resilience and the ability to work effectively in a sometimes fast-paced, emotionally charged and stressful environment.

Desirable

12. Experience of working in a hospital setting.
13. Experience of project management, monitoring and reporting to a funder.

* For more information see:

<http://www.citizensadvice.org.uk/index/aboutus.htm> and
<http://www.cawandsworth.org/about-us/>