 **London**

# Cost of Living Crisis Prevention Project

**JOB TITLE:** **Pan-London Advice First Aid (AFA) delivery manager**

SALARY: £35,585 - £39,539 per annum pro rata + 8.5% pension contribution after successful completion of probation period.

HOURS: Full time 35 hours per week. Applications for flexible and/or reduced working hours will be considered.

CONTRACT TYPE: Fixed term 12 months, with strong possibility of extension.

RESPONSIBLE TO: Chief Executive

RESPONSIBLE FOR: Project Administrator

PLACE OF WORK: Our main offices are in Battersea Library, Clapham Junction and we hope you will be here at least one day a week. A significant proportion of your time will be spent delivering AFA across London. We also welcome home-working.

**Introduction**

Based at Citizens Advice Wandsworth, but working pan-London, this is a really exciting and challenging new role. It will suit someone with excellent communication skills who has a passion for social justice, who likes working with autonomy, and who wants to make their mark.

Background to AFA

Citizens Advice Wandsworth (CAW) collaborated with Wandsworth Community Empowerment network ([WCEN](https://wcen.co.uk/)) and a range of community and faith groups in the borough to develop Advice First Aid (AFA). AFA is a training programme which helps participants to spot advice issues, understand key advice concepts, and equips them to provide initial advice and accurate signposting and referral.

Together we developed AFA in order to address local hardship by building the advice capacity of community, faith, voluntary and statutory sector partners. Through delivering AFA to these groups we also connect them with each other; thus developing a local network which helps prevent residents from falling between the cracks in services.

Our commitment to community capacity-building recognises the fact that people in need of advice don’t necessarily come to advice centres; instead seeking support from those they trust in their own communities and neighbourhoods. And, that alone we can never meet demand for advice. Advice First Aid has worked well in our borough and we are delighted that the GLA has funded us to roll-out this approach across London.

Cost of Living crisis prevention project

With the Cost of Living crisis affecting households across London Advice First Aid (AFA) is needed now more than ever. It therefore makes sense for AFA to be a key component of the Crisis Prevention Project, a new partnership developed in response to the cost of living crisis, between the GLA, London Citizens Advice network, and the London Legal Support Trust (LLST).

This project works in partnership with the community sector to support Londoners who are facing hardship and crisis, and to build capacity through development of Advice First Aid and community partnerships. New crisis prevention adviser roles in the London Citizens Advice network will work closely with Faith and Community groups, including with outreach delivery of face-to-face information advice and support, identifying needs and referring to a specialist advice response where needed. The project (and funding) is for a period of one year.

The crisis prevention advice workers will supported by a team of welfare benefits specialist advisers. These advisers will be based in LCAs with experience of case work and will be available for phone and email consultation with advice workers, review cases and provide monthly supervision. The welfare benefit caseworkers will use the National Citizens Advice Casebook to provide appointment slots that can be booked in for clients by Crisis Prevention Advisers.

A key element of this partnership is providing AFA training to frontline workers in other local partner organisations, faith and community groups to become Advice First Aiders. This free training will give these individuals and groups the skills they need to triage for advice, deliver initial guidance and will also directly connect Advice First Aiders with crisis prevention advisers.

The Advice First Aid training programme will deliver workshops, sessions and resources for staff and volunteers from community and faith groups, alongside staff and volunteers from the voluntary sector and statutory agencies. Following the training programme participants are encouraged to form a network with each other, to use their new skills within their community settings and to attend further ‘top-up’ and development sessions.

The role will work closely with the Crisis Prevention Project Manager, the London Development Manager and the London Citizens Advice Network.

**Role purpose**

1. To lead the successful roll-out of Advice First Aid (AFA) across London. This will involve engaging with the 16 LCAs who are hosting Crisis prevention advisers and successfully promoting the programme in order to maximise engagement, working with the Crisis Prevention Project Manager.
2. To support the local delivery of AFA by training trainers in LCAs and Centres of Excellence to deliver sessions and by directly leading the delivery of some sessions (where local LCAs lack training capacity).
3. To work closely with frontline Crisis Prevention Advisers and community partners to ensure face-to-face and online AFA training content meets their needs, is engaging, impactful and responsive.
4. To continuously improve, review and develop the AFA offer, including by analysing need and developing subject-specific sessions.
5. To develop and deliver training content for Network Events, including coordinating external trainers
6. To share learning about effective delivery of Advice First Aid, working with local Citizens Advice across London and the wider CA and advice network.
7. To lead an evaluation of the impact of the initiative, with the aim of mainstreaming the approach and securing ongoing resourcing for this element of the project.

**Key Task Areas**

**Advice First Aid development and delivery**

* Develop and refine AFA training content
* Work with local Citizens Advice (LCAs) to develop sessions that are responsive to local need, provide useful information about local services and resources and includes partners from community, voluntary and faith groups in each borough.
* Advocate for the initiative; promote the value of advice and of AFA across the capital.
* Support the project administrator to arrange the AFA training sessions, manage the logistics for delivery, including room hire and refreshments for face-to-face courses and maintain accurate records – including of participant feedback.

**Advice First Aid continuous development**

* Gather feedback from participants and partners about AFA training
* Engage partners and advice workers in periodically reviewing and refreshing training
* Research and review similar training courses to promote best practice
* Proactively share AFA learning with CA network and other partners

**Other training**

* Develop shorter courses in response to need. These could be delivered online, and multi-borough.
* Develop and deliver bitesize AFA sessions for delivery

**Communications, Monitoring and Reporting**

* Maintain accurate records of AFA training participation and feedback
* Prepare quarterly reports on AFA training activity
* Update an AFA resources page on the London Citizens Advice Website

**Other duties and responsibilities**

* Take responsibility for professional development and identify and undertake relevant training
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the project
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

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| **Person specification** | **Application/****interview** |
| Experience |  |
| Of successfully delivering engaging training, ideally to diverse groups of participants from a range of professional and cultural backgrounds. | App |
| Of partnership working, collaboration and co-design. We’re looking for someone who listens well and truly develops the project with partners. | App |
| Of developing accessible training materials, ideally these will also have been used as post-training resources. | App |
| Of project management; we’re looking for someone who can successfully deliver this whole project with minimal supervision. | App |
| Of successful marketing, promotion and relationship-building including an understanding of the need to build trust. | App |
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| Knowledge |  |
| Of the value of advice, and how rights-based information can make a difference to people.  | App |
| Of the impact of discrimination and disadvantage and the links between social and health inequalities. | App |
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| Skills and ability |  |
| Excellent communication verbally and in writing,  | Int/App |
| Ability to prioritise own work, meet deadlines and manage workload.  | Int |
| Ability to use IT in delivering online sessions, and in recording and monitoring project work  | Int |
| Commitment to reflective performance and continuing professional development.  | Int |
| Ability to produce data and reports for the funder and other stakeholders. | Int |
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| Desirable |  |
| Experience of advice service provision | App |
| Knowledge of key advice areas benefits, debt, housing, immigration | App |
| Knowledge and understanding of the Citizens Advice service, including aims and principles and how it works in practice.  | App |