

# Advising Communities

## Role Description

Spanish/Portuguese Speaking Client Support Officer

<b>Employer:</b>	Advising Communities (AC)
<b>Responsible to:</b>	Latin American Community Coordinator
<b>Employment Status:</b>	Volunteer
<b>Hours:</b>	Minimum 10hrs each week
<b>Availability:</b>	Mondays, Tuesdays & Fridays, flexible to your availability
<b>Duration:</b>	Minimum 3 - 6 months

### Role summary

We run a dedicated drop-in advice service for Spanish-speakers every Friday. As a Spanish speaking Client Support Officer, you will assist people on a one to one basis with practical issues like letter writing, form filling, internet searches for accommodation and jobs, contacting third parties on the client's behalf, and much more besides. You will also be involved in helping them to develop confidence and build the skills required to make decisions and deal with issues independently. You will provide services at our main delivery site in Camberwell. This role would suit a 'people person' and someone who has an interest in supporting the local Latin American and Spanish and Portuguese-speaking communities.

### Responsibilities

- Liaising and maintaining good communication with staff and other volunteers during the session to ensure a smooth and efficient service
- Working with clients to improve their understanding and confidence in dealing with their situation through one to one support or group workshops
- Providing practical support to clients, including by contacting third parties by phone or email to resolve matters such as notifying new contact details or change of circumstances; writing simple legal letters on the client's behalf, using Advising Communities' templates; completing online forms, benefit applications and personal budget sheets; and helping clients to carry out online searches to find accommodation, work and services
- Researching other services available to clients; providing self-help guides and fact sheets
- Providing administrative support to the team on duty where required
- Working with (but not limited to) vulnerable adults and providing high quality support
- Providing a holistic service and ensuring that clients feel supported after our intervention
- Maintain up-to-date, accurate and confidential records of all clients via our online case management system, AdvicePro
- Adhering to Advising Communities' policies; working within an equal opportunities and non-discriminatory framework.

### Our requirements

- Ability to use a variety of IT packages (Microsoft Word, Excel, Power Point and Outlook).
- Excellent command of English and Spanish
- Good communication skills including face to face and telephone skills
- Good writing skills, articulate with good spelling and grammar
- Ability to deliver high quality customer care when working with members of the public
- Willing to work with people from a range of backgrounds, some of whom will require substantial support due to health or literacy problems
- Willing to work with people who are facing stressful situations and who may be distressed
- Willing and able to work in an environment where equal opportunities, impartiality and confidentiality are fundamental to the services we provide
- Flexible attitude and ability to take initiative
- Enthusiasm for, and a commitment to, working in a team
- You must not be a service user of Advising Communities within the last two years

If you require further information regarding the roles please contact us by emailing [volunteering@advisingcommunities.uk](mailto:volunteering@advisingcommunities.uk) or calling 03000301121.