



Job Description

Service:	Community
Job title:	Resident Advisor
Grade:	Currently Grade D
Hours of work:	37hrs
Responsible to:	Resident Advice Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

The District Council is committed to ensuring that its residents receive a proactive approach to the services that we deliver, that in turn will help prevent circumstances where individuals and families may find themselves experiencing financial hardship, poor wellbeing or a risk of losing their home.

The Resident Advisors will form part of the wider Residents Advice and Information Team and will be responsible for providing identified residents with the necessary help, support and guidance that is needed to prevent avoidable or crisis situations.

This post will form part of the Resident Advice and Information Team within the wider Community Team and will work directly with internal services as well as external agencies and organisations to put in place a package of wider support to enable identified individuals and families to receive the help that they need. This may take the form of investigating with the customer the cause of their situation, gathering further information and facts, completing referrals as well as signposting and then following up on the case to ensure that solutions have been found.

Key Deliverables:

- To actively seek and manage referrals into the Residents Advice and Information Team, received from both internal and external stakeholders or self-referral, and be able to support residents to improve their current situation either through direct support, advice and guidance or referring to other appropriate services
- To build an effective and trusting relationship for the duration of the support offered to ensure the complex holistic needs of the residents are met, not just the immediate presenting need, ensuring their long-term outcomes are improved
- To successfully transition the residents to sustainable and enduring longer-term support, to build networks of support, and developing greater resilience in residents for any future change in circumstances
- To work closely with team members to provide task and emotional support when dealing with the complex needs of residents
- To take responsibility for a specialist area of advice and guidance; become the point of contact for stakeholders for the specialism, take ownership of updating team members and information sources on any updates and changes, take ownership of identifying and organising any additional training required on specialist areas
- To take responsibility for a geographical area of the district; become the point of contact for stakeholders for the area, take ownership of updating team members and information sources on any updates and changes, take ownership of identifying and working with key providers in the area and what they offer to support residents
- To support the active promotion the Residents Advice and Information Service through all available channels: website, networks, stakeholder groups, events, social media
- A willingness to problem solve, fact find and discover solutions and in turn share this with other members of the team as examples of best practice
- To effectively record customer interaction, utilising available systems to do this and ensure that contact is reviewed and followed up as agreed
- To achieve and promote quality service that helps improve service processes
- To promote the HDC reputation by displaying excellent service skills and the HDC Competencies
- Ability to remain calm when dealing with complex and difficult situations
- Develop and collaborate with key stakeholders to maintain positive and supportive relationships with customers, colleagues and partner agencies
- Identify when situations can be resolved on-line and there is an ability to self-serve by re-directing and supporting customers and if necessary, provide a 'walk-through' service
- To work within a flexible rota to ensure that the team meets the needs of the service
- To promote a working environment that is kind and caring and results in referrals being made or follow up calls planned where there is a cause for concern identified



- To continually develop the service so that it helps to reduce avoidable contact to the Council by ensuring that information and resources is easily accessible to residents enabling them to deal with situations at an earlier stage
- Responsibility for managing customer information in a secure manner and in line with HDC policies and legislations such as the Data Protection Act (DPA)

<p>Knowledge and Qualifications</p>	<p>Essential</p> <p>Minimum of 5 GCSE's or equivalent including English and Maths</p> <p>Desirable</p> <p>Other customer service or recognised advice/ guidance qualification</p>
<p>Experience</p> <p>Experience the person would need to do the job</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Essential</p> <p>Good IT skills with a working knowledge of Microsoft Office products and Internet based systems</p> <p>2 years' experience of a front-line customer service role</p> <p>Experience of working in an advice or information giving environment</p> <p>Desirable</p> <p>Experience of working with hard to solve/ complex cases</p>
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Essential</p> <p>Develop and maintain productive relationships with internal and external customers</p> <p>Able to discuss and explore at length a customer's situation and identify triggers for avoidable situations</p> <p>Explores the customer's situation with them to develop a fuller understanding of the underlying need</p> <p>Delivers what they have agreed with the customer</p> <p>Acts quickly and professionally whilst delivering a person-centred approach</p> <p>Revisits their decisions when presented with new information</p> <p>Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</p> <p>Ability to learn, absorb and retain detailed information</p>

	<p>Ability to problem solve, think creatively, find solutions and recognise the consequences for the decisions made</p> <p>Excellent verbal and written communication skills across a broad range of audience including customers, colleagues and partner agencies</p> <p>Ability to remain calm under pressure, operating with empathy, tact, and diplomacy</p> <p>Ability to learn and develop new procedures and working practices whilst displaying attention to detail</p> <p>Ability to work as part of a team as well as use own initiative</p> <p>Good organisational and time management skills</p> <p>Ability to adapt your style to meet the needs of the individual, particularly for sensitive situations and people with specific needs</p> <p>Maintain a positive can-do and caring attitude at all times</p> <p>Desirable</p> <p>Knowledge and understanding of data protection, confidentiality and freedom of information principles</p> <p>Experience of working with hard to solve/ complex cases</p>
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Essential</p> <p>Communicates clear decisions and understands the impact and repercussions of these decisions</p> <p>Understands that some decisions may not be the customers preferred outcome</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Essential</p> <p>Develops and maintains productive relationships with internal and external customers</p>

	<p>Explores the customer's situation with them to develop a fuller understanding of the underlying need</p> <p>Delivers what they have agreed with the customer</p> <p>Takes action to exceed customer expectations</p> <p>Advocates customer satisfaction as a key value for themselves and the council</p> <p>Deals effectively with dissatisfied customers</p> <p>Internal customer contact 50%</p> <p>External customer contact 50%</p>
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Essential</p> <p>Understands the purpose of the role and committed to achieving better outcomes for our residents</p> <p>A caring individual who is committed to finding solutions</p> <p>Recognises early signs of someone who may need or will benefit from help and uses positive communication to achieve engagement</p> <p>Passionate about improving the quality of life of residents who may be struggling due to their financial situation, health or another reason</p> <p>Adopts a flexible approach to their workload and works evenings and weekends in line with the needs of customers and agencies and organisations</p>
<p>HDC values</p>	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p>

 <p>icare</p>	<p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/ vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children