



Centre 70
46 Knights Hill
London SE27 0JD

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E enquiries@centre70.org.uk

www.centre70.org.uk

Our Ref: AW1

Date: As postmark/email date

Dear Applicant

Thank you for your enquiry. Below is the application pack for the Generalist and Outreach Advice Worker post.

Completed application forms must reach Centre 70 by post, hand delivered or e-mail by **12 noon Monday 10 September 2018**. If you need to include extra sheets, please ensure that such sheets are clearly headed with your name. Curriculum Vitae will not be accepted. The interviews (possibly with a short test/s) are scheduled for **Friday 14 September 2018**. We will only contact candidates who are shortlisted and cannot provide feedback on those who are not.

This is an opportunity to join a dynamic and exciting advice centre.

We look forward to hearing from you.

Yours sincerely

Martin Beard
Chair of Board of Trustees



European Union
European
Social Fund

Lambeth



LONDON'S DEBT ADVICE
PARTNERSHIP



WALCOT FOUNDATION



Thames Water Trust Fund



Centre 70 (C70) was set up in 1970 and comprises an Advice Centre and a Counselling Service. For more details of C70 see <http://centre70.org.uk> and <https://youtu.be/KB2WLsMaYeo>

We pride ourselves on our commitment to providing quality assured advice and counselling services delivered to the needs of the community and with efficiency to maximise the numbers helped.

Centre 70 benefits from having a number of projects to which clients can be referred including specialist Debt, Housing and Benefits projects and a dedicated Utilities Debt advice project (switching, discounts, grants advice). C70 are Foodbank and Fuel Bank voucher holders. C70 also has a counselling project. As a result we can provide a holistic wrap around service to clients and provide crisis help and deal with underlying causes of the issues towards sustainable solutions.

We provide free, confidential, impartial, independent advice by way of open reception (including information packs and specialised leaflets), open door bookings, telephone and email advice, appointments, home visits and outreach (including Foodbank, Housing Offices). We have an approved debt intermediary for Debt Relief Order applications.

We hold Legal Aid Agency Specialist Quality Mark Level. Debt and Welfare Benefits work have previously received LAA peer review audit assessments of 1 and 2 respectively.

We are members of Advice^{uk} who are the umbrella organisation for independent advice centres. C70 are winners of a Lambeth Business Awards Commitment to the Community and of a local favourite business award.

We provide free and low cost psychotherapeutic counselling. We are BACP accredited.

We have active and monitored policies and procedures, which determine the framework under which the work is carried out and to maintain quality assured standards, which include Equalities and Diversity, Confidentiality, Complaints, Data Protection, Disability Discrimination, Health and Safety, Safeguarding, Sustainability, Training & Development, Business Continuity, Supervision and File review, and Personnel Policies.

We have a friendly and committed staff team of Director, Head of Advice Services, solicitor, caseworkers and advice workers, administration staff and accountant. In addition, we have volunteer lawyers. A dedicated and active voluntary management committee, drawn from people who live in the local community and South East Lambeth, oversee the management of the organisation.



OUR MISSION

We support adults who are facing social, mental, financial or other personal difficulties at our centre and out in their communities, through a holistic programme of free and affordable services:



Advice



Counselling



Training



Advocacy

OUR VALUES

Passionate, Inclusive, Responsive & Community focussed

OUR IMPACT

- Increased access to rights and entitlements
- Improved mental health and wellbeing
- Improved access to life opportunities

GENERALIST AND OUTREACH ADVICE WORKER POST

The post will primarily deliver generalist Welfare Benefit advice at the Advice Centre and some outreach advice at a Housing Office and foodbank as cover and possibly Prison and Probation office. The work will involve one to one advice and possibly some group Money Management/Financial Capability work. The outreach requires a flexible approach to working, such as squeezing in an urgent matter from time to time, dealing with the demand as best can in the time allocated. The set ups at the various outreaches are different and require adapting to each, familiarising with the setting and staff and building good relationships with workers. The work is very varied and rewarding. We realise that one candidate may not have the full range of skills, knowledge and experience required for this post and therefore intensive and supportive induction and further training will be provided to the successful candidate.

Training, Supervision & Support

All workers receive:

- Induction programme
- Supervision and support from experienced manager/supervisor
- Annual training & in house training
- Annual appraisal
- Good casework management system
- Opportunities for flexible working including home working with remote access to computer system, compression of hours etc.

Guidance notes on completion of application form, short-listing and interview

The recruitment panel will only consider information contained in your application form and will assess this against the person specification when deciding who to short list for interview. It is therefore very important that you complete the form clearly and that you provide as much information as possible.

Enclosed you will see a person specification for the job. This lists the essential requirements for the post. The **Supporting Statement** section of the application form is the **most important part** of your application. **You will not be shortlisted unless you have clearly demonstrated how your skill, knowledge and experience meet the essential requirements of the person specification.** You should go through the essential requirements **point by point (using the numbering/lettering)** and, drawing on your current and past work experience, voluntary work, training, knowledge, skills and life experiences, show how you meet each essential requirement **by addressing each in turn**. You should be clear and concise and limit your statement to **no more than four sides of A4**.

If you are short-listed you will be invited to an interview where the questions will directly relate to the person specification. You may be required to take a short test/s relating to the skills required for the job. The test/s will enable you to demonstrate your knowledge.



How we use personal data – information for Job Applicants

Please see C70 general privacy statement on our website [link](#) (please ask if you would like a paper copy)

The General Data Protection Regulation (GDPR) is effective from May 25, 2018. For further information on your rights you can contact The Information Commissioner's Office www.ico.gov.uk

Under GDPR, EU data subjects are entitled to exercise the following rights:

- **Right of Access:** Find out what kind of personal information is held about you and get a copy of this information.
- **Right of Rectification:** Ask for your information to be updated or corrected.
- **Right to Data Portability:** Receive a copy of the information which we have.
- **Right to Restrict Use:** Ask for your personal information to stop being used in certain cases, including if you believe that the personal information about you is incorrect or the use is unlawful.
- **Right to Object:** Objecting to use of your information (where a party is processing it on legitimate interest basis) and to have your personal information deleted.
- **Right to Erasure:** In certain circumstances, you may also have your personal information deleted.

Controllers determine how personal data is processed, **Processors** process personal data on behalf of a Controller, and data subjects are persons whose personal data is collected or used. Controllers within or outside of the EU are required to respond to requests from EU data subjects who ask to exercise their GDPR rights.

C70 collects and processes personal data relating to job applicants. C70 is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

Information the organisation collects

C70 collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience, employment history, training;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK;
- information about criminal convictions; and
- details of ethnic origin, disability, gender, sexuality, religion or belief.

The organisation may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

C70 may also collect personal data about you from third parties, such as references, information from criminal records checks. We will seek information from third parties only once a job offer to you has been made and will inform you that we are doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

How the organisation processes your personal data

C70 needs to process data to assess your application and to enter into a contract with you.

In some cases, we need to process data to ensure we are complying with our legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

We have a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

C70 may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. C70 processes such information to carry out its obligations and exercise specific rights in relation to employment.

For most roles, C70 is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment and a requirement of some funders.

C70 will not use your data for any purpose other than the recruitment exercise for which you have applied. Also, if your application is unsuccessful C70 may keep your personal data on file in case there are future employment opportunities for which you may be suited.

Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes admin staff, interviewers involved in the recruitment process, managers.

C70 will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. C70 will then share your data with referees to obtain references for you, employment background check providers to obtain necessary background checks and to the Disclosure and Barring Service.

If you do not provide personal data

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all.

Security of your information

C70 will take reasonable precautions to prevent the loss, misuse or alteration of information you provide. All staff and volunteers who access your data have had data protection training to make sure your information is handled sensitively and securely.

C70 stores your information in case files and folders on secure servers and in C70 databases and ensures only authorised access with individual log ins and passwords. The data is backed up and secured securely. Your personal data is kept safe using strong passwords and encryption.

Where your data is processed

Your data is stored and processed within the EEA. If C70 ever has to share your personal data with third parties and suppliers outside the European Economic Area (EEA) C70 will ensure they evidence compliance with GDPR.

Retention Periods

C70 only keeps your data for as long as is necessary for the purpose(s) for which it was provided. Normally this is for 6 years after the interview or application date. If your application for employment is successful,

personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. You will be advised of these separately

Automated decision-making

Recruitment processes are not based on automated decision-making.

Your data, correction, deletion, change or preference

C70 need the information held about you to be accurate and up to date. Please advise promptly of any changes to your personal circumstances or details.

Please get in touch with us at manager@centre70.org.uk or call 020 8670 0070 if you would like to exercise your right:

- to update your details
- obtain a copy of the data C70 has for you
- want C70 to correct or update any information held about you
- if you want to stop receiving information about C70s services or the medium by which that information is communicated
- if you want to request deletion from C70s records
- if you have any questions

If you want to make a complaint

If you are not happy with how C70 has handled your data, you can [make a complaint](mailto:complaints@centre70.org.uk) complaints@centre70.org.uk

You can also [raise your concern with the Information Commissioner's office](https://ico.org.uk/concerns/handling/) <https://ico.org.uk/concerns/handling/>

EQUALITY AND DIVERSITY DECLARATION

STATEMENT OF INTENT

Centre 70 (C70) declares its intention not to discriminate against anyone on the grounds of:

- (a) age;**
- (b) disability;**
- (c) race, colour, ethnic or national origins;**
- (d) religion or belief;**
- (e) gender or gender reassignment;**
- (f) sexual orientation;**
- (g) marital or civil partnership status;**
- (h) pregnancy or maternity;**
- (i) class;**
- (j) caring responsibility.**

In furtherance of this, Centre 70 will take positive steps to promote equality in the areas of:

- management
- recruitment and employment practices for paid staff
- recruitment and use of volunteers
- service provision
- instruction of experts/third parties
- opportunities for relevant training for employees and volunteers

C70 and its working groups intend to actively monitor and review the implementation of this policy. C70 believes these intentions are implicit in its constitution.

To ensure that the Equality and Diversity Policy is implemented, C70 has established the following policies:

- This Policy Statement on Equality and Diversity will be prominently displayed in the entrance lobby, and will be signed annually by all Board of Trustee members.
- C70s Board of Trustees and its sub-committees/sub-groups will regularly and actively monitor, and will annually review, the implementation of this policy, and will receive reports on any breach or alleged breach of these provisions. When reviewing the policy the Board will consider the outcome of monitoring and will take remedial action if non-compliance under this policy or barriers to equal opportunities are discovered.
- The Chair of the Board of Trustees is responsible for the Equality and Diversity policy and its effective implementation. It is the responsibility of the Board of Trustees to support and communicate the Policy. All workers must accept their personal responsibility to comply with the policy.
- It is the responsibility of each individual project leader to ensure that the C70 Equality and Diversity Policy is also reviewed in conjunction with the client base held for each project, together with the composition of the staff and volunteers working within the project.
- All those involved in the recruitment of new staff or of volunteers should be provided with training to ensure that they understand their responsibilities under the policy of C70 and the relevant legal requirements.

C70 will take appropriate disciplinary action against any worker who fails to follow the Equality and Diversity Policy. Disciplinary offences include deliberate acts of discrimination or harassment.

CENTRE 70 JOB DESCRIPTION
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POST TITLE

Generalist and Outreach Advice Worker

RESPONSIBLE TO

Director, Head of Advice Services and Centre 70 Board of Trustees

JOB PURPOSE

To provide advice, assistance and information to clients to help resolve their presenting problems. To provide generalist and outreach work, including at Housing Office, Prison, Foodbanks. Provide Financial Education to individuals and groups.

DUTIES AND RESPONSIBILITIES

- To interview and provide generalist advice, provide information and assist clients in relation to problems presented primarily in the areas of Welfare Benefits and Debt.
- To identify and refer complex cases and issues to the C70 specialist services or to external advice sources when appropriate.
- To provide outreach advice.
- Where required, to provide advice and Financial Capability and Wellbeing training in group settings/workshop such as group of clients at a foodbank, group of prisoners.
- Under guidance of the law area supervisor and/or manager, to develop, maintain and update literature and effective training material, information sheets, leaflets, advice packs, referral lists and advice centre information resources.
- To be responsible for the management of your own caseload, to be aware of time limits involved and work within the available resources.
- To be flexible to provide advice and work on other C70 Advice projects when required.
- To undertake legal research.
- To maintain case records including inputting of details on database.
- To keep abreast of all developments in legislation, case law and policy relevant to the work of the post and advice centre.
- To undertake home visits where appropriate.
- To be self servicing in typing.

- To operate under the supervision of the supervisors/Director/Head of Advice Services including regular supervision and file review.
- Collect and collate outcome data, feedback and impact and maintain statistical records.
- To attend relevant training courses.
- To work within and implement where appropriate C70s policies and procedures including: Confidentiality Policy; Equality and Diversity Policy; Safeguarding; Disability Discrimination Act Policy; Data Protection Policy.
- To work within the policies and procedures set out in C70s Office Handbook, Strategic Plan and Staff Handbook.
- To contribute to the monitoring, evaluation and development of the Advice Centre's service delivery policy.
- To work closely with other agencies as appropriate.
- To promote the service to partners and agencies.
- To attend C70 meetings as appropriate.

TERMS AND CONDITIONS WHILST EMPLOYED DIRECTLY BY CENTRE 70

F/T Salary (35 hrs): £ 29,802 (SO1 pt29) P/T salary pro rata.

Hours: 17.5 -21pw.

Term: initially 6 months, longer subject to funding and performance.

Overtime: Taken as time off in Lieu (TOIL).

Holidays: Pro Rata of 28 days per annum excluding bank holidays (plus additional special days between Christmas and New Year and Friday before the August bank holiday). 1 additional day for every complete year of service up to a maximum of 33 days per annum.

PERSON SPECIFICATION FOR GENERALIST AND OUTREACH ADVICE WORKER POST

Essential Requirements

1. Knowledge and experience of giving generalist advice including welfare benefits and debt advice.
2. Ability to undertake and deliver outreach advice sessions and an awareness of the particular issues involved in this area of work.
3. Knowledge, experience and ability to use resources to obtain information to provide and confirm advice.
4. Experience of or willingness to train and deliver Money Management/Financial Capability advice.
5. Good time management and ability to deal with a varied and busy caseload.
6. Ability to identify complex cases and issues and to refer for appropriate further assistance.
7. Clear and concise written, oral and interpersonal communication skills.
8. Ability to manage and prioritise workload.
9. Good computer skills.
10. Ability and willingness to be flexible in the duties and work (e.g. having to cover for projects, going to other outreaches, working in a Prison setting).
11. Understanding of the issues and problems experienced by people living in an inner city area.
12. Commitment to the implementation of an Equality and Diversity Policy and a thorough understanding of the issues.
13. Ability to work on own initiative and as a member of a team.

Desirable Requirements

1. At least 1 year's up to date knowledge and experience of giving welfare benefits and debt advice and have undergone relevant training.
2. Experience of setting up and maintaining an outreach project, delivering outreach advice and an awareness of the particular issues involved in this area of work.
3. Experience of delivering advice and learning in a group setting.
4. Additional language skills.

Unpaid Work

Where experience is stipulated, equal weight will be attached to experience gained whether in a paid or unpaid capacity.

CENTRE 70 APPLICATION FOR EMPLOYMENT
SUPPLEMENTARY FORM

STRICTLY CONFIDENTIAL

This part of the form will be detached before the shortlisting process is undertaken

EQUALITY AND DIVERSITY

Centre 70 are committed to the active promotion and support of equality, diversity and opportunity both in the way services are delivered and in our role as an employer.

Centre 70 declares its intention not to discriminate against anyone on the grounds of age, disability, race, colour, ethnic or national origins, religion or belief, gender or gender reassignment, marital or civil partnership status, pregnancy or maternity, class, sexual orientation or caring responsibility.

Individuals are selected and promoted on the basis of their merits and abilities for a post.

All applicants who are disabled and meet the essential criteria will be offered an interview.

We monitor the gender, age, ethnic origin and disabilities, and sometimes other information, of job applicants to help determine if our equality and diversity policy is effective. You are asked, therefore, to provide the information outlined below. The personal information will not be made available to the shortlisting panel.

This information will only be used to monitor Centre 70's Equality and Diversity policy and will be treated confidentially.

APPLICATION DETAILS (Please write in BLACK INK or type)

Title (Mr/Mrs/Ms/Miss/Dr) (*Indicate as applicable*) Surname/Family Name:

First Names: Previous Surname/Family Name:

Address: Post code

Telephone number where you can be contacted:

Daytime: Evening:

E-mail address:

EQUALITY AND DIVERSITY MONITORING

PLEASE TICK OR COMPLETE THE APPROPRIATE BOXES. PLEASE LEAVE BLANK IF YOU PREFER NOT TO ANSWER ANY QUESTION

GENDER:

Male:

☐

Female:

☐

ETHNIC GROUP: Which of the following best describes your ethnic origin:

ASIAN OR ASIAN BRITISH:

Indian

☐

Pakistani:

☐

Bangladeshi:

☐

Any other Asian background:

(please specify):.....

☐

BLACK OR BLACK BRITISH:

Caribbean:

☐

African:

☐

Any other Black background

(please specify):.....

☐

CHINESE

☐

WHITE:

British

☐

Irish:

☐

Any other White background

(please specify):

☐

MIXED:

White and Black Caribbean

☐

White and Black African

☐

White and Asian

☐

Any other Mixed background

(please specify):.....

☐

ANY OTHER ETHNIC GROUP

☐

SEXUALITY:

Heterosexual

☐

Gay/Lesbian

☐

Bisexual

☐

GENDER RE-ASSIGNED

No

☐

Yes

☐

RELIGION AND BELIEF

Christian (all)

☐

Muslim

☐

Hindu

☐

Buddhist

☐

Sikh

☐

Jewish

☐

None

☐

Other.....

MARITAL STATUS

Married/cohabiting

☐

Single

☐

Separated

☐

Divorced

☐

Widowed

☐

DISABILITY

Not considered disabled

☐

Physical

☐

Sensory

☐

Serious Illness

☐

Learning

☐

Mental Health

☐

Cognitive

☐

Unknown

☐

Other.....

WHERE DID YOU HEAR ABOUT THE VACANCY:

DISABILITY:

The Disability Discrimination Act 1995 defines a disabled person as “one who has a physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities”.

Do you have any specific requirements that will help you in the recruitment/selection process requiring specific provision? YES / NO *If yes, please specify:(*delete as applicable)

CONVICTIONS:

All application forms are scrutinised with the aim of putting the interests and protection of young and vulnerable people first.

Because you will have access to vulnerable people, we will carry out Disclosure and Barring Service checks. Please confirm whether or not you have any unspent criminal convictions or spent convictions that are relevant and should be declared. The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website www.gov.uk/government/news/disclosure-and-barring-service-filtering . If you would like further details of the Rehabilitation of Offenders Act, (including when convictions become spent, and those spent convictions that still need to be declared) please check www.gov.uk/db .

Have you ever been convicted of any offence or are there any proceedings pending against you which need to be declared?

YES / NO * If yes, please provide details on a separate sheet.

Are you aware of any police enquiries undertaken following allegations against you which may have a bearing on your suitability for this post which should be declared?

YES / NO * If yes, please provide details on a separate sheet (*delete as applicable)

WORK PERMIT:

Section 8 of the Asylum and Immigration Act 1996 requires all employers in the UK to make basic document checks on every person they intend to employ (i.e. before the person begins working, which we will do if you are offered the post). Employing someone who is not legally entitled to work is a criminal offence. More information on the requirements can be found on the Home Office Website www.ind.homeoffice.gov.uk

Are you required to have a work permit? YES/NO* If yes do you have a permit? (*delete as applicable)

DECLARATION:

In accordance with the GDPR, see privacy notice attached, I give my consent for the information contained in this form, including any defined as "sensitive personal data", to be processed in accordance with the policies of C70 for the purposes of recruitment and employment. I understand that if I am appointed, this application form will form part of my personal file and that if I am not appointed it will be destroyed after a reasonable period.

I confirm the information I have supplied is, to the best of my knowledge, true and accurate and I am legally entitled to work in the UK. I understand that deliberate misrepresentation or omission of factual information may lead to dismissal/legal action.

Where the post is a senior management post, you are not disqualified from holding the position under the Charity Commission rules. <https://www.gov.uk/guidance/automatic-disqualification-rules-for-charity-trustees-and-charity-senior-positions>

I certify that the stated information on this application form and in any letter supporting my application is correct and complete, and that any misleading statements may be sufficient for cancelling any agreements made.

Signature:

Date:

CENTRE 70 APPLICATION FORM

46 KNIGHTS HILL, LONDON SE27 0JD
Tel: 020 8670 0070 Fax: 020 8761 3255

www.centre70.org.uk

E-mail: recruitment@centre70.org.uk

Please complete in type or in black pen in block capitals.

Closing date: 12 noon, Monday 10 September 2018 (interviews scheduled Friday 14 September 2018)

APPLICATION FOR APPOINTMENT AS GENERALIST AND OUTREACH ADVICE WORKER

Referees:

Please give the name and address of your present or most recent employer and one other person who knows you well. References will only be taken up on appointment.

1. Your present or last employer:		2. Your other referee:	
Name		Name	
Address		Address	
Email		Email	
Relationship		Relationship	

Are you related to any employee, member of the Board of Trustees or in any other way associated with Centre 70?

NO		Yes, describe nature of relationship	
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Section 1 - Employment History (most recent job first)

PLEASE ALSO PROVIDE DETAILS OF ANY GAPS

Name & address of employer	Post held and summary of duties State if paid and salary or unpaid	Dates		
		Hours pw	From	To

Section 2 - Education & Training

Institution attended/course provider	Exams & grade and/or description of course and contents summary	Dates	
		From	To

Section 3 - Supporting statement (Typed/word-processed)

Important – PLEASE READ THE ATTACHED GUIDANCE NOTES ON COMPLETION OF THE FORM FIRST. Please read the person specification (attached) and, **taking and addressing each numbered essential requirement point in turn**, say why, with examples, you meet the essential requirements and are qualified for the post, referring to your knowledge and experience, current or past duties at work, training, volunteering or personal interests and hobbies, life experiences etc. ***You should limit your statement to no more than four sides of A4.***
