

Job Description

Job Title	Information Officer (West & North Kent & Swale)
Work Location	Hybrid working, but mostly home-based
Department	Operations
Reports To	Senior Information Officer
Line Management Responsibilities	None
Working Hours	Part-time between 9am and 5pm Monday to Friday

Job Purpose

To provide high-quality, person-centred casework support (IAG) to clients located in West Kent, North Kent and Swale.

Duties and Responsibilities

Information Officers will provide intensive casework support to clients across their 'area' who have more complex support needs (i.e. those who cannot 'self-help' using resources supplied on the website/social media nor be helped by the Contact Centre Officer). Information Officers will be ostensibly home-based, but will (when practicable and safe) work face-to-face with clients in community venues and occasionally in the client's home. Information Officers will use their experience and knowledge to deliver support which informs and empowers clients to address a specific issue or issues.

Duties will include:

- Monitor the Podio CRMS for new client enquiries/referrals for clients based in West, North Kent and Swale (as defined above).
- Supporting the triage function of the organisation.
- Make contact with the client in accordance with their support needs and in a timely manner.
- Work with each client to identify the best/appropriate support programme.
- Gather client impact data on completion of the support programme.
- Accurately input and maintain client records on the Podio CRMS.
- Work with the Marketing and Communications Officer to ensure the client support resources on the website are current, up-to-date and correct
- Identify opportunities to support the promotion of the organisation and its services
- Actively contribute to team meetings
- Proactively identify opportunities to improve client support services
- Take part in continuous professional development/training opportunities
- Other duties required to improve client support services

Skills and Qualifications

This role suits someone with the following skills and qualifications:

- Proven experience of delivering an information, advice and guidance service
- Experienced in delivering client-led services
- A working knowledge of the UK benefits system
- Experience of working within a public sector contract or on a grant-funded initiative
- Good attention to detail
- Good ICT skills
- Excellent communication skills
- Proven listening and assessment skills
- A current Enhanced DBS check or a willingness to undertake an Enhanced DBS check (mandatory)
- A current full driving licence or ability to travel around the county (preferred)

Person Profile

- A lived experience of disability – either directly or in a caring role
- A Kent resident, with good access to West and North Kent
- Friendly and engaging
- Trustworthy and reliable
- Willing to learn and naturally curious
- A commitment to exceeding clients' support needs
- Keen to work with others and as part of a team
- Resilient and able to deal with setbacks