**Job Description – Client Support Adviser**

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| **Location** | Armoury House, 45a Otley Street, **Skipton** BD23 1EL |
| **Post** | Client Support Adviser |
| **Salary** | Scale 4 £19,058 - £20,746 + Pension 6% Pro Rata |
| **Hours** | PT 26 hours per week (Tues pm 1/2- day Wed – Fri Full Day) |
| **Annual Leave** | 27 days plus Statutory Bank Holidays Pro Rata |
| **Main Duties and Responsibilities** |
|  | Provide a welcoming first point of contact. |
|  | Provide visitors to the centre with information and support, signposting where necessary. |
|  | Maintain client records including diary, client database, client folders, Outlook diary and AIMS.  |
|  | Ensure complete confidentiality and compliance with GDPR legislation in all aspects of the role.  |
|  | Liaise with partners – statutory and not statutory – to provide a seamless service to clients. |
|  | Undertake one to one client assessments to identify programmes of support for clients.  |
|  | Undertake orientation and inductions for volunteers working in Skipton. |
|  | To share ‘Key Holder’ responsibility for opening and closing the centre each day ensuring the premises are secure.  |
|  | Update the newsfeed on the CSY website, Facebook and other Social Media to promote awareness of client support activities. |
| **Requirements of the Post** |
| 1. | Maintain confidentiality at all times, ensuring compliance with GDPR.  |
| 2. | Undertake any training and development required by Cancer Support Yorkshire. |
| 3. | Maintain a working knowledge and work within all Cancer Support Yorkshires policies and procedures.  |
| 4. | Participate in the annual performance review programme.  |
| 5. | Ensure that all duties are carried out in line with appropriate Health and Safety legislation, guidance and procedures at all times.  |
| 6. | Demonstrate a commitment to the mission and vision of Cancer Support Yorkshire. |
| 7. | Demonstrate a commitment to and compliance with the Equality Act 2010. |
| 8. | Have a positive, calm and efficient attitude in order to support clients, volunteers and staff. |
| 9. | Eligibility to work in the UK. |
| 10. | Complete an enhanced DBS check. |
| 11. | Ability to work flexibly within the 26 hours. |

**Person Specification – Client Support Adviser**

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|  | **Essential** | **Desirable** | **Identified by**Application Form.Interview.Exercise. |
| **Skills & Attributes** |
| Experience and knowledge of holistic therapies and/or counselling and their ethical use and benefits. | X |  | AF & I |
| A positive and proactive attitude. | X |  | AF & I |
| Excellent interpersonal skills including the ability to listen and display empathy. | X |  | AF & I |
| A flexible and supportive approach to working with people affected by cancer. | X |  | AF & I |
| Excellent interpersonal and communication skills (Both verbal and written). | X |  | AF & I |
| Hard working and a team player. | X |  | AF & I |
| Good IT and organisational skills, including paper and computer files.  | X |  | AF & I |
| A methodical approach to working practices. | X |  | AF & I |
| A focused attitude to challenges. | X |  | AF & I |
| Able to work on own initiative. | X |  | AF & I |
| An eye for detail and accuracy.  | X |  | AF & I |
| Ability to communicate at all levels, including staff, managers, volunteers and Trustees. | X |  | AF & I |
| **Knowledge**  |
| A thorough understanding of holistic therapies and their use and benefits | X |  | AF & I |
| An understanding and knowledge of well-being services | X |  |  |
| An understanding of the issues around living well with Cancer. | X |  | AF & I |
| Knowledge of the emotional impact a cancer diagnosis can have on our clients and their relatives. | X |  | AF & I |
| Knowledge of the local community and health professionals to ensure effective signposting and information giving.  | X |  | AF & I |
| An excellent knowledge of internal and external customer care. | X |  | AF & I |
| A good working knowledge of the centre’s locality and the local community’s needs. | X |  | AF & I |
| Knowledge of Data retention, The Data Protection Act 1998 and the General Data Protection regulations 2018 and the Equality Act 2010. | X |  | AF & I |
| **Qualifications** |
| At least one recognised qualification in holistic therapy (e.g. holistic therapy or counselling) | X |  | AF |
| GCSE / Level 2 English or equivalent. |  | X | AF |
|  | **Essential** | **Desirable** | **Identified by**Application Form.Interview.Exercise. |
| **Experience**  |
| Experience of working within a voluntary/charitable organisation or similar. | X |  | AF & I |
| Experience of supporting members of the public both face to face and over the telephone.  | X |  | AF & I |
| Experience of juggling work priorities within a busy working environment. | X |  | AF & I |
| Experience of supporting people with both physical and emotional needs. | X |  | AF & I |
| Experience of working with and supporting volunteers effectively. | X |  | AF & I |
| Experience of working with staff as part of a team. | X |  | AF & I |