

Job Description and Person Specification

Cost of Living Link Worker

A Lambeth to be proud of



Job Title: Cost of Living Link Worker

Department: Resources

Division: Digital and Data

Grade: PO2

Responsible to: Poverty Prevention Lead

Job Purpose

The cost of living crisis is a key priority for Lambeth, and we are keen to ensure that our most vulnerable residents are aware of, and able to access all of the support available to them through the Council and our network of key partners.

The new Cost of Living Link Worker role will undertake targeted engagement of Lambeth residents who are identified as being most at risk of experiencing severe financial pressure, as a result of the increased cost of living. The postholder will work with residents to develop an individual action plan including tracked referrals to services such as welfare benefits and debt advice, fuel and food poverty, employment support, mental health, and housing; and will provide follow up support to ensure that services are appropriate, and needs are being met. Where services are not immediately visible the Link Worker will proactively seek to identify where these might exist externally, and feedback live intelligence to the Cost of Living team about any potential gaps in provision.

Link Workers will need a well-developed understanding of the potential challenges faced by residents experiencing economic challenge and be able to effectively build the required trust and rapport to support sustained engagement. The postholder role will require empathy and a solution focussed approach in a new area of work, quickly developing a strong and current knowledge of the operational support landscape, and excellent working relationships with a range of providers and partners.

Responsibilities

This important role will work alongside a range of partners, both internal and external, to support a caseload of residents experiencing severe financial pressure as a result of the cost of living crisis.

- Engage with a Lambeth residents identified as being at high risk as a result of the financial impacts of the cost of living crisis, ensuring they are effectively supported to access a broad range of services appropriate to their needs.
- Effectively support a caseload of vulnerable residents to develop a detailed personalised action plan of support including referrals to all appropriate services and provision, with follow up support and action plan reviews to ensure that needs are being met.
- Support the development of the Council's Cost of Living strategy through provision of live, detailed feedback on trends relating to the demographic and circumstance

of residents receiving support, potential gaps in provision, and unanticipated or emerging issues.

- Develop relationships with internal colleagues and external organisations to provide signposting, tracked referral, and support to access to a wide range of services to provide relief and assistance to residents experiencing financial pressures.

Principal Accountabilities:

- Engage and support a caseload of Lambeth residents from disadvantaged circumstances, ensuring that they are aware of, acting as a connector of local services to ensure that residents can access the full range of support available to them through a single point of contact
- Support residents to apply for financial and emergency support that may be available and appropriate to them, but also to engage with more sustainable solutions such as employment services (wherever employment is a reasonable option), and energy advice services for those in fuel poverty.
- Become the borough specialists in relation to the landscape of advice and support provision available to residents impacted by the cost of living crisis in a complex changing, landscape; establishing referral routeways, building partnerships, and supporting the development of networks in Lambeth
- Act as an operational resource of knowledge and to feed 'live-time' information to line managers around emerging trends, unanticipated issues, or gaps in provision, to support future cost of living programme development

Staff Management

- This position may on occasion be responsible for the supervision of volunteers and candidates on work placement/work experience

General

- Maintain an up to date understanding of legislation affecting your area of work, government policy, good practice from other authorities and agencies
- Contribute to the efficient and comprehensive answering of all queries and questions raised on individual cases by elected members, MP's, the CE's office, the Ombudsman and other organisations within expected time frames
- Undertake any other duties that may be required to meet the demands of the service. These may be varied from time to time in line with changing service requirements
- To actively promote the Council Equal Opportunity policy and all the Directorate's equalities initiatives
- To undertake flexible work hours including evenings and weekends as required

- Carry out all duties with full regard to managerial responsibilities under Health and Safety Legislation, Data Protection Act 1998, and other relevant legislation

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	A well-developed understanding of the types of challenges faced by residents who may be living in, or are at high risk of poverty, and of the key services that are available (either locally or through central government) to provide financial aid, advice, and employment support	✓A
	K2	Knowledge of how to effectively engage and build rapport with a caseload of vulnerable residents, with the ability to listen, empathies and encourage individuals to engage with support and, where appropriate, progress towards employment	
	K3	Up to date knowledge and awareness of relevant local, regional and national policy and programmes that impact on this area of work, in particular around cost of living and employment and skills	✓A
Relevant Experience	E1	Experience of working with potentially vulnerable people experiencing complex challenges to provide personalised support preferably in an advice, employment, or health capacity	✓A
	E2	Experience of caseload management, ensuring that	✓A

		service KPIs around engagement and support are met with regular contact, effective action planning, and tracking of progress	
	E3	Experience of multi-agency partnership working, identifying/mapping services and developing strong working relationships with internal teams, providers, and partners	✓A
	E4	Experience of using common IT systems to a high level of proficiency to record, report, and analyse programme data such as spreadsheets, databases and CRM systems	
Qualification	Q1	NVQ Level 3 in Advice & Guidance or ability to demonstrate equivalence through significant experience in a relevant people-facing role	

Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique 	

		<p>perspective and circumstances and ensure everyone is heard</p> <ul style="list-style-type: none"> • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. 	

		<ul style="list-style-type: none">• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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