**Access Hub Advisor**

**Job Description**

**Responsible To:** Access Hub Manager

**Responsible For:** Support toAccess Hub Assistants and Volunteers

**Location:** Onside, Williamson House, Worcester

**Overall Purpose**

To provide a responsive, professional, warm and friendly service to anyone interacting with Onside through the Access Hub. Responding to general enquiries, taking and processing referrals, signposting and providing brief support where appropriate.

**Key responsibilities:**

* Provide a response to any enquiries which is welcoming, friendly, person centred and promotes an open and accessible service, as well as demonstrating a sound knowledge and understanding of the needs of people from vulnerable groups
* To be the first point of contact for welcoming visitors to the organisation, ensuring they have a positive experience and all visitors comply with company protocols
* To assess incoming referrals, following a triage and escalation process based on need and in line with agreed timescales
* To take responsibility for processing the more complex and involved referrals to ensure service users are effectively triaged, assessed and directed to the most appropriate services
* Liaise with internal and external agencies to ensure all referrals are fully complete to proceed to allocation
* To liaise with services users to ensure their needs are fully understood at point of referral to ensure successful signposting.
* To screen calls and requests for services to effectively signpost internally and externally
* To follow up where incomplete referrals have been received
* To provide a ‘brief support’ service for appropriate services where this is the most effective way to move forward with a case either prior to allocation or to complete the case
* To co-ordinate the Volunteer led Advocacy Drop In Clinics, managing appointments and supporting volunteers during the course of the clinic
* To offer support and guidance to the Access Hub Assistants and volunteers as and when appropriate
* To keep service users and professionals updated on the progress of their case up to point of allocation to service, including being aware of and effectively communicating likely timescales to allocation
* To support the Access Hub Manager in the administration of the Appropriate Adult service, to include compilation of on call and AA rotas, and subsequent updating of CRM system
* To Deputise for the Access Hub Manager, including attendance at Operational meetings together with the other Service Managers within Onside when appropriate
* To provide accurate and up to date information when responding to enquiries
* To assist in keeping the Access Hub Information Database current, relevant and updated
* To be part of the wider service delivery team, keeping up to date with service developments ensuring we continue to meet the needs of service users
* To work with the Access Hub Manager, to provide updates and accurate information on case allocations and status
* To accurately log and record information to the Onside CRM system in accordance with referral protocols
* To ensure confidentiality, data protection and GDPR requirements are met at all times
* To immediately escalate to the Access Hub Manager any complaints, safeguarding or health and safety concerns
* To work flexibly within the Access Hub to ensure continuous services during core office hours
* To assist with the evaluation and feedback processes as directed by the Access Hub Manager

**Other Responsibilities:**

* To provide specific support to the wider organisation as and when required and capacity allows
* This role may involve supporting the organisation in different locations and may require you to occasionally travel across the counties of Worcestershire and Herefordshire, including isolated rural areas. The ability and means to travel independently is preferable but not essential

**In addition, all Onside employees are expected to:**

* Work within the organisation’s stated principles and values, adhering at all times to the organisational policies, procedures and guidelines
* Demonstrate a commitment to equal opportunities, social inclusion and individual empowerment
* Show a commitment to personal, professional and organisational development.
* Contribute to organisational promotional and networking activities.
* Work flexibly and co-operatively with colleagues to support the needs of the organisation and assist with wider social prescribing services as required

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**

While the job description provides the main duties and responsibilities for the position, it is not definitive and employees are expected to carry out any additional duties compatible with their skills and abilities. The above may be subject to change and alteration from time to time with the prior agreement of the job holder.

Signed ………………………………………………....

Date .......................................................................

Print Name …………………………………………………