**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, triaging and processing referrals, signposting, and maintaining accurate service user records on the organisations database.

**Key responsibilities:**

* Provide a welcoming, friendly, person centred response to any enquiries, promoting an open and accessible service, and demonstrating a sound knowledge and understanding of the needs of individuals from vulnerable groups.
* To be a key point of contact for all referrals into the organisation, demonstrating a professional, empathic, and efficient response.
* To efficiently and accurately process IMCA & RPR referral forms, working closely with the relevant Service Manager(s) to ensure adherence to agreed timescales.
* To act as a key point of contact within the Access Hub, supporting the team with interdepartmental referral queries, offering professional and accurate advice and support.
* To demonstrate and share relevant and up to date sector specific knowledge and expertise to help develop the skills and knowledge base within the Access Hub.
* To assess incoming referrals, following a triage and escalation process based on need.
* To liaise with services users to ensure their needs are fully understood at point of referral to ensure appropriate signposting.
* Liaise with internal and external agencies to ensure all referrals are fully complete to proceed to allocation.
* To provide updates on referrals to service users, external professionals, and internal service managers
* To deputise for the Access Hub Manager, including attendance at Operational meetings together with the other Service Managers within Onside.
* To play a key role in keeping the Access Hub information database current, relevant and updated.
* To assist with the evaluation and feedback processes as directed by the Access Hub Manager.
* 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 closely with the Access Hub Manager to communicate departmental updates, project information and departmental statistical data.
* To ensure confidentiality, data protection and GDPR requirements are always met.
* 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.

**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 essential.
* Take responsibility for safeguarding appropriate to your role and raise any potential concerns with the Onside Safeguarding and Professional Guidance Lead

**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 …………………………………………………..