

Job Description



Job title:	Initial Contact and Engagement Advisor
Department:	Client Services
Reporting to:	Skylight Coordinator
Salary:	£24,793 per annum
Hours:	35 per week
Location:	Based in Crisis Skylight Merseyside, Liverpool
Contract type:	Fixed term contract for 12 months

Aim and influence

- To be first point of contact and the 'face of Crisis Skylight Merseyside', providing reception cover and customer-focused support for the activities at Crisis Skylight Merseyside.
- First point of contact for members of the public, homeless people seeking advice, Skylight members, staff, Crisis volunteers, visitors, housing and homelessness professionals and contractors.
- To support the Skylight Coordinator with administration, financial tasks and office facilities.
- Provide administration to the Skylight team

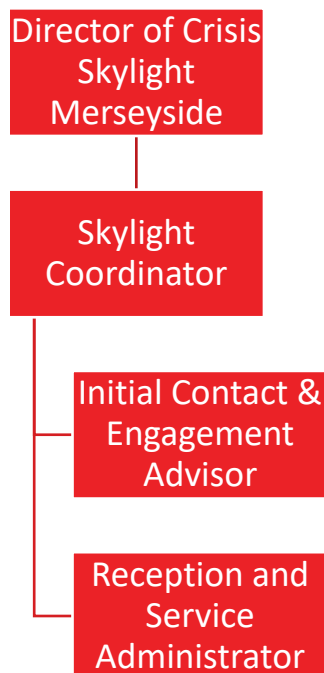
Financial and supervisory responsibility

- No line manager responsibilities but will supervise admin & reception volunteers
- No budget responsibilities
- Support the Skylight Coordinator with invoice processing and general finance enquiries

Other key details

- On occasion evening and weekend work may be required, including opening and closing the building
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

Organisational chart



Please note structure is subject to change

Job responsibilities

- Provide reception cover for Crisis Skylight Merseyside. This will include preparing other areas of the building and formally 'opening' reception if coming on duty at the start of the working day and 'closing' at the end of the working day.
- Carry out assessments for those that meet the service criteria, ensuring they are referred to the right services within the Skylight and supporting the progression manager in assigning a Lead Worker
- Be the initial point of contact for Skylight members explaining the Skylight offer, providing an engaging and welcoming response to people that seek help.
- Signpost members to relevant support services either within the centre or delivered by external agencies and organisations, providing advice and guidance as appropriate.
- Manage the day to day running of the reception area and other areas of the building as directed by the Skylight Coordinator
- Support the recruitment of reception/ admin volunteers and supervise, train and support where appropriate, ensuring they are fully occupied and offer ongoing guidance to assist their development
- Answer external calls and route to the relevant Skylight staff member accordingly
- Carry out administrative responsibilities including but not exclusively:

Initial Contact and Engagement Advisor, Merseyside, September 2021 – Job Pack

- Data entry
- Collation of data
- Stocking stationery and forms
- Updating staffing and contacts lists
- Responding to general enquires and providing informed IAG
- Bulk texting members
- Updating room bookings within the centre and in community settings
- Display information regarding Crisis and external services within the Reception area and supporting staff to ensure that updated information is displayed in the premises of our outreach partners
- Dealing with post and deliveries
- Undertake other administrative activities to support Skylight Activities
- Working with the Skylight Coordinator, Progression Managers, Learning Manager, Volunteer Coordinator and the wider management team to support with administration support.
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job

Person Specification

Essential

- 1 Experience of working within a reception or administrative support role
- 2 Experience of working with homeless or other vulnerable groups and understanding of the importance of respecting confidentiality, showing empathy and sensitivity, and working in a boundried way.
- 3 Experience of working in a Psychologically Informed Environment and in a way that ensures that members with all levels of need can access the service
- 4 Customer service experience with a commitment to delivering the highest standard of customer care
- 5 Strong interpersonal skills including effective written and verbal communication skills
- 6 Good working knowledge of Microsoft Word, Excel and Outlook
- 7 Good organisational skills with ability to deal effectively with conflicting priorities
- 8 Experience of dealing with challenging or aggressive situations and individuals with a range of needs with a calm, assertive and confident approach to reach a positive resolution
- 9 Ability to work effectively in a busy and stimulating environment
- 10 Ability to work co-operatively as part of a team
- 11 Knowledge of and ability to comply with safeguarding procedures
- 12** Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 13 Experience of working in a day centre, hostel or other service that supports people effected by homelessness

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.