

Job Description

Job Title: Access & Support Officer

Salary: £28,825 per annum + 10% company pension on successful completion of probation

Contract: Permanent

Base: The Brain Charity, Norton Street, Liverpool, L3 8LR

Hours: Full Time - 37.5 hours per week

Responsible to: Information & Advice Manager

Summary of Role

As part of the Information & Advice team, you will provide high-quality practical support, information and emotional assistance to individuals via face-to-face, telephone and online services.

As the first point of contact, you will assess and prioritise enquiries, ensuring individuals receive a timely, empathetic and professional response. The role involves managing a high volume of varied enquiries, often requiring you to make informed decisions quickly and communicate clearly where demand exceeds available support.

You will identify appropriate internal and external support options, including referring clients for more in-depth casework where required. This will involve problem-solving, researching solutions where needed, and maintaining accurate records, while contributing to a welcoming, inclusive and responsive service.

Key Responsibilities

Information and Advice

- Provide initial advice to clients accessing The Brain Charity with issues relating to a wide range of welfare needs via telephone, email, website enquiries and walk-in support during service opening hours.
- Provide telephone support to clients contacting The Brain Charity looking for advice and guidance during the telephone service opening hours.
- Triage enquiries, resolving issues where possible and working closely with the Norton Street Caseworker, to refer cases that cannot be resolved immediately for follow-up work.
- Respond to online requests for support via the website and email.
- Make referrals into the appropriate internal services, such as the Neurogym, Activities, Counselling service, Carers Advocacy etc and signpost to external agencies where more specialised support services are required.
- Maintain timely and accurate notes on Dynamics 365 in relation to client contact and workflow.

- Delegate supportive functional tasks to the Information and Advice Assistant and Information and Advice volunteers.
- Identify safeguarding concerns when engaging with new and existing clients, following The Brain Charity's safeguarding policy and raising with the Safeguarding team in line with organisational procedures.
- Support management and the Safeguarding team with the maintenance of the client risk register.
- Assist with managing walk-in enquiries in line with our Statement of Service.
- Occasionally attend outreach events in the local community to promote the organisation.

Front of House

- In conjunction with the Volunteer team, assist with the smooth running of the day-to-day operations of Front of House by providing support and guidance to volunteers as they carry out their duties.
- Provide feedback to the Volunteer team to support volunteer recruitment and development.
- Support the Information & Advice Manager in the recruitment of specific volunteer roles in response to service needs.

Other

- Take responsibility for being up to date with the charity's current policies and procedures and adhere to these.
- Actively support promotional and fundraising events for The Brain Charity, attending a minimum of 1 fundraising or client-focused event over the course of a year.
- Assist and support volunteers within the team as and when required.
- Regularly provide cover for all aspects of the department you belong to during any absence relating to your colleagues.
- Carry out any other reasonable tasks which may be required by the charity from time to time.

Working Conditions

This role involves predominantly indoor work within a busy charity environment. Work can be varied and unpredictable. Specific working conditions include:

- **Client demand and urgency:** Clients may require urgent support depending on the nature of their or their loved one's condition. Officers must be able to prioritise and triage enquiries effectively, managing waiting times and communicating clearly with clients about service availability.
- **Caseload management:** Officers are responsible for managing their own caseload and workload on a day-to-day basis, with support from their line manager. This requires strong organisational and time management skills.
- **Problem-solving and research:** Due to the complexity and variation in client needs, it is not always possible to have immediate answers. Officers are expected to take a proactive approach to problem-solving, including researching information and identifying appropriate support options.
- **Working environment:** The Brain Charity can be a vibrant and busy building, which may at times result in a noisy working environment.

- **Client interaction:** Some clients may present with complex or challenging needs associated with neurological conditions. Officers must be able to engage with all clients in a professional, empathetic and patient manner.

Person Specification

Area	Detail of requirements	Essential / Desirable
Qualifications	Educated to CSE/GCSE level or equivalent.	E
	A-levels and/or relevant vocational qualifications.	D
	Information Advice and Guidance (IAG) Qualification (L3 and above).	D
Skills & Abilities	Good organisational skills.	E
	Proficiency in basic IT programmes (Outlook, PowerPoint, Word etc.)	E
	Accurate record keeping.	E
	Ability to multi-task e.g: take phone calls and keep accurate notes at the same time.	E
Knowledge & Experience	Experience of working with people who have a disability and or a neurological condition.	D
	Knowledge of the social / health care sector.	D
	Experience of working with volunteers.	D
	Experience of working with employment, housing, welfare benefits or legal services.	D
Personal attributes	Confident and calm under pressure.	E
	Ability to communicate with people from a wide range of backgrounds and with a wide range of abilities.	E
	Personable and empathic.	E
	Willingness to work outside normal office hours on rare occasions.	E
	Resilient and resourceful.	E
	Natural curiosity with a willingness to learn on the job.	E
Other	Satisfactory completion of an enhanced DBS check.	E
	Commitment to the Mission and Values of The Brain Charity.	E

In addition to those elements listed above, staff and volunteers at The Brain Charity work to a set of core values.

Our values are:

Kindness

We genuinely welcome everyone to our Charity and believe that each person has a unique talent and the ability to make the world a better place.

Commitment

We will travel side by side with everyone throughout their journey no matter how complex, how long or how difficult. We roll up our sleeves whenever and wherever we need to.

Authenticity

We accept and understand that the broadness of our own diversity and personal experience impacts directly on the level of quality and compassion delivered within our services.

Courage

We will challenge the status quo, welcome change and bravely take on any new challenges in the spirit of adventure.

Optimism

We believe that equality for people with neurological conditions is now within reach and we will strive each and every day until prejudice and lack of opportunity are removed from our society.