

Job Description and Terms & Conditions

**Assistant Client Advisor**



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| **Head office** | 101 Walnut Tree Close Guildford GU1 4UQ (working out of) |
| **Line Manager** | As delegated by Chief Executive |
| **Accountability** | Chief Executive |
| **Job purpose** | Assist the client services team with supporting our client base and initiating a wide range of wellbeing and social inclusion activities in Waverley and Guildford, actively recruiting isolated individuals either directly or through partnership working with statutory and third sector providers. |
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| **Main duties & responsibilities****Clients and Wellbeing** | 1. Provide general client support for Client Services department
2. Undertake regular client check ins via phone or zoom.
3. Maintain Oakleaf’s databases, detailing all communication/actions relating to clients, practitioners, advisors with accuracy and in a timely manner.
4. Liaise with all Oakleaf departments and externally with referring bodies, other support agencies, key workers, carers etc.
5. Assist with conducting Risk Assessments for virtual and *outreach* wellbeing activities.
6. Assist with marketing wellbeing activities, updating them on Oakleaf’s website and sending Zoom links to clients for online activities.
7. Work with colleagues to monitor the impact of Oakleaf’s services and collect regular feedback from clients.
8. Contribute to the creation of the organisations KPI’s and Case Study
9. Develop and distribute the Safe Haven rota and log daily attendances to Guildford venue.
10. Work on a continual development of more efficient administration systems
11. Undertake initial client assessment and conduct the Recovery Star process with clients including the development of an individual action plan following a person-centred approach.
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| **General** | 1. Ensure maintenance of a safe and efficient working environment in accordance with current Health and Safety legislation including the Health and Safety at Work Act 1974, COSHH Regulations, Environmental Health and EC Directives.
2. Operate robust and safe levels of practice in regard to lone working.
3. Perform any other reasonable duties as may be requested by the Chief Executive.

This job description is an indicator of general areas of responsibility and will be amended in accordance with the changing needs of the organisation in consultation with the post holder. |
| **Terms & Conditions** | **Salary: £10.14** per hour **Hours:** 25 hours per week **Annual leave:** 28 days pa pro rata, inc. bank/public holidays **Duration:** Permanent **Notice Required:** two months |

**OAKLEAF ENTERPRISE** MAKING LIFE WORK WITH MENTAL ILLNESS

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