

## Application Pack

### Advice and Information Coordinator (Maternity Cover)

#### Welcome

Thank you for expressing interest in our current vacancy.

The Dunfermline Advice Hub project is run in partnership with Fife Council, Conduit Scotland and a network of Charity Sector organisations.

An exciting opportunity has arisen for a lead role in delivering and developing the Dunfermline Advice Hub, a community information and help centre, in collaboration with a range of charity sector partners.

We require an enthusiastic, non-judgemental person, with a background in community development, as well as working with individuals to access specialist services.

#### Employee Benefits

- 24 days annual leave + bank holidays (pro-rata)
- £0.45 per mile mileage rate
- Ongoing training and development
- A working environment that is open to new ideas
- Opportunities to grow the service
- The satisfaction of working for an innovative partnership project
- Access to an Employee Assistance Programme

This document provides further information on Dunfermline Advice Hub, the role of Advice and Information Coordinator (Maternity Cover) and the application process.

#### About the Dunfermline Advice Hub (DAH)

The aim of the Dunfermline Advice Hub is to provide relevant and reliable information on local help, provide empowering opportunities and promote partnership working in the Dunfermline area.

The Hub does this from our community help and information centre in Chapel Street, where we provide the following:

- up to date information and signposting on local help services
- referral access point, helping community members to access the right help at the right point in their journey
- specialist advice sessions, hosted by our partner organisations, providing direct access to local organisations in one place
- co-location opportunities for local organisations to meet with community members

- a local community access point for various services such as computer access, phone access, free feminine hygiene products and more.
- creating partnership opportunities for local workers, such as networking events, and collaboration opportunities.

**The post-holder will be an employee of Five Lamps Trading Limited, trading as Conduit Scotland. The DAH project is overseen and is responsible to a Steering Group with representatives from a wide range of charity sector organisations, including Fife Council and Conduit Scotland.**

## Role Description

### Job Description

#### Advice and Information Coordinator (Maternity Cover)

- Location:** Based at 31 Chapel Street, Dunfermline, KY12 7AW. There will be multi-location working across West Fife.
- Hours:** 20 hours per week (job share available), to be worked Monday to Friday 11am-3pm.
- Responsible to:** Directly to Conduit Scotland Lead Officer, but ultimately to the Dunfermline Advice Hub Steering Group.
- Salary Scale:** £12,719 per annum for 20 hours
- Contract Period:** Fixed Term Maternity Cover (initially 9 months, with a possible further extension)

#### Duties & Responsibilities

The Advice & Information Coordinator will be responsible for overseeing and coordinating the activities within the community help and information centre, including:

- Meeting with community members, listening to their needs and providing relevant signposting and referrals to local services that can help.
- Develop, coordinate, and deliver activities and events within the community help and information centre and in local community spaces.
- To maintain current, and develop new partnerships with local people, groups, organisations, and agencies, and raise awareness of the Hub.
- Liaise with local community members, community groups, and partner organisations to ensure the Hub is adequately set up to provide for the community's requirements
- Assisting the local help network in raise awareness of service gaps and/or duplication.
- Attend local network meetings, such as the Dunfermline Poverty Action Group.
- Attend meetings for, and report to the Dunfermline Advice Hub Steering Group.
- Assist in the supervision of a small team of volunteer Reception Welcomers, in partnership with Fife Council Volunteer Service.
- To maintain the highest standards of organisational and community member confidentiality at all times
- To demonstrate a commitment towards your own continuous personal development

- To monitor and maintain quality throughout the different areas of the service, occasionally making reports to the Steering Group, and in relation to the external quality standards and inspection bodies and organisations
- To implement Five Lamps’ policies on Health and Safety, Data Protection and Equal Opportunities at all times
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post and where this is in furtherance of the delivery of the Dunfermline Advice Hub (DAH) project

## Skills & Experience Required

Factor	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant qualifications and/or experience of working in community development, community capacity building and/or the voluntary sector</li> </ul>	
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of working in hard to reach, excluded communities.</li> <li>• Experience of working with a wide range of user groups.</li> <li>• Experience of developing, implementing, and leading a wide range of community-based anti-poverty projects and initiatives.</li> <li>• Can demonstrate experience of working in partnership with a wide range of organisations and service providers.</li> <li>• Experience of planning, organising, and delivering events, such as networking events and community consultation events.</li> <li>• An understanding of the needs and issues faced by individuals, families and communities affected by poverty, inequality, disadvantage, and exclusion.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of writing and submitting grant funding applications and developing community fundraising strategies.</li> <li>• Understanding/knowledge of Child Protection and Working with Vulnerable Adults Legislation Guidance</li> <li>• Knowledge and understanding of local and national policies related to poverty, exclusion, disadvantage, and inequality</li> </ul>
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills, both written and verbal</li> <li>• Ability to work undirected and unsupervised</li> <li>• Non-judgemental and respectful manner.</li> <li>• Welcoming and enthusiastic personality</li> </ul>	
<b>Other (eg attitude, interests etc.)</b>	<ul style="list-style-type: none"> <li>• Team Worker with flexible attitude to duties and hours of work</li> <li>• Ability to keep calm under pressure</li> <li>• Professionalism and integrity</li> </ul>	

## How to apply

Please complete the Application Form, listing your skills and experience in line with the Job Description and Person Specification and return to [hr@fivelamps.org.uk](mailto:hr@fivelamps.org.uk).

The closing date for this post is **30th August 2020** at *midnight*. Interviews for this post will take place on **Monday 7 September 2020**.

If you have not heard by 1 September 2020, please assume your application has not been successful.

For informal discussion regarding the post, please contact Katie Thomson on [katie@dunfermlineadvicehub.org.uk](mailto:katie@dunfermlineadvicehub.org.uk).