

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Healthier & Wealthier Adviser
REPORTS TO:	Project Manager
PRIORITY CONTACTS:	Service users, volunteers, advisers, external statutory and community agencies and other Groundwork staff.
LOCATION:	Head Office – Newton Aycliffe, working across County Durham
HOURS OF WORK:	Full Time (37 hours per week)

JOB SUMMARY

Groundwork North East & Cumbria is seeking a Healthier & Wealthier Adviser to deliver high-quality, client-focused information, advice, and guidance to residents across County Durham. The postholder will work primarily with clients referred from Primary Care Trusts (PCTs) and other health organisations, providing guidance on welfare benefits, debt, housing, consumer issues, energy, budgeting, employment, family and other related support in line with service provisions.

The role involves predominantly telephone-based advice, with additional support delivered through face-to-face, email, online chat, and video appointments. The adviser will gather detailed information about clients' circumstances, provide tailored guidance, explore options, and act on their behalf when required, including making referrals to specialist agencies. Maintaining accurate case records and ensuring compliance with organisational quality standards are key aspects of the role.

The postholder will primarily support the delivery of the Healthier & Wealthier service and will provide additional support to the Information, Advice and Guidance (IAG) contract as service demand requires, ensuring high-quality support is delivered and contractual requirements are met across both services.

The ideal candidate will be proactive, client-focused, and confident in delivering advice across a range of areas. They will be committed to promoting equality, diversity, and inclusion in all aspects of service delivery and able to manage multiple client enquiries efficiently.

This position requires flexibility, the ability to manage a varied workload, strong task-prioritisation skills, and a willingness to travel throughout County Durham to meet client needs.

KEY RESPONSIBILITIES

Client Support

- Provide high-quality information, advice, and guidance to clients on welfare benefits, debt, housing, consumer rights, energy, budgeting, and other related support in line with service provisions.
- Conduct predominantly telephone appointments, with additional support via face-to-face, email, online chat, or video calls, using sensitive listening and questioning skills to understand client needs and priorities.
- Gather detailed client information to provide tailored guidance and support informed decision-making.
- Act on behalf of clients where necessary, including making referrals to specialist agencies.
- Respond promptly to client enquiries across all communication channels, ensuring concerns or complaints are addressed in line with organisational policies.
- Support with answering the general advice line during staff absences or busy periods, managing enquiries and booking client appointments.
- Promote equality, diversity, and dignity in all interactions with clients.
- Take responsibility for safeguarding and promoting the welfare of children, young people, and vulnerable adults, reporting concerns appropriately.
- Deliver information, advice and guidance services across both the Healthier & Wealthier and IAG contracts, providing flexible support according to service demand and contractual requirements

Case Management & Compliance

- Maintain accurate and up-to-date case records for continuity, reporting, and quality assurance purposes.
- Ensure all work meets organisational quality standards and complies with relevant policies, procedures, and legislation.
- Prioritise tasks effectively to meet performance targets and service delivery expectations.
- Maintain awareness of changes in legislation, policy, and guidance affecting clients and the service.

Professional Development & Mentoring

- Share knowledge and best practice with colleagues to strengthen the overall service.
- Engage in ongoing learning to maintain up-to-date technical knowledge and advice competencies.

Team Contribution

- Work collaboratively with colleagues, attending meetings, supervision sessions, and training as required.

- Support the wider team by sharing insights and contributing to the development of services and processes.

Flexibility & Travel

- Travel throughout County Durham to deliver advice and support to clients across multiple locations
- Work flexibly, including occasional out-of-hours commitments, to meet client and service needs.
- Hold a full driving licence and have access to a vehicle

Additional responsibilities

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- A commitment to maintaining continuous professional development.
- Any other duties commensurate with the level of the post to ensure effective service delivery.