

## Job Description: Advisor

### A. AIMS OF THE POSITION:

- Provide high-quality, impartial, professional advice, information and support to clients calling the advice line who may be parents, carers, family members and professionals experiencing international parental child abduction or have concerns about the movement of children across international borders.
- Maintain accurate, up to date, confidential data and records on the case management database to ensure continuity of service to clients and sound data source for **reunite** to draw on for reporting, monitoring, evaluation and fundraising.

### B. SPECIFIC AREAS OF RESPONSIBILITY:

#### 1. Advice line:

- Staff the advice line 35 hours a week, responding to clients' inquiries
- Undertake shifts on the out of hours emergency mobile telephone rota to ensure the service is delivering 24 hours a day, 7 days a week

#### 2. Data and records

- Maintain accurate, prompt, up-to-date and appropriate records on the case management system to enable colleagues to maintain continuity of the service and managers to use data for essential functions such as fundraising, monitoring, reporting and evaluation
- Adhere to workplace policies and standards in record keeping and performance, with particular reference to confidentiality and safeguarding

#### 3. Support and participation

- Be a calm, efficient, practical, impartial, reassuring support to often highly stressed and anxious parents and carers
- Participate in front-facing, external fundraising, communication, emotionally supportive and related events that may involve engaging with parents and third parties to promote the work and ethos of **reunite** and support parents and others affected by the movement of children across international borders

### C. GENERAL

- Adhere to workplace policies and standards
- Maintain accurate records and data
- Participate in staff and team meetings and related opportunities like supervision, training and development opportunities

- Support colleagues and management in preparing funding reports, monitoring and evaluation reports, fundraising bids and media and communications as appropriate
- Carry out your own administrative duties
- Undertake any duties consistent with the post as may be reasonably requested by the Chief Executive Officer and Board of Trustees.

Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develops. Opportunities to build on the role and responsibilities are available.

### Person Specification

<b>Experience, abilities and knowledge</b>	<b>essential</b>	<b>desirable</b>
1. Experience of working with vulnerable people in emotionally charged or stressful situations		x
2. Experience of partnership working		x
3. Experience of working supportively with colleagues in a small close knit team		x
4. Ability to use wide range of IT including use of databases and other software	x	
5. Ability to maintain accurate, up to date records and handover	x	
6. Ability to relate well to people who may be stressed and to provide a calm, reassuring and supportive focus by phone in particular	x	
7. Good ability with oral and written communications for a wide range of audiences and occasions	x	
8. Attention to detail	x	
9. Knowledge of/willingness to learn and relay information in respect of law and legal information	x	
10. Knowledge of/willingness to learn and apply principles of safeguarding and protection of vulnerable people	x	