



**Advice Worker  
(Advice Team)**

Thank you for your interest in the role of Advice Worker.

This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

## Role details

**Job title:** Advice Worker

**Responsible to:** Senior Advice Worker

**Duration:** Permanent

**Location:** Remote with monthly travel to Vauxhall, London expected

**Working Hours:** Full-time (35 hours per week) or part-time (We are flexible and are primarily interested in getting the right person for the role.)

**Salary:** £26,500, with additional £3,406 London weighting if eligible (pro rata if part-time)

**Direct reports:** None

**Leave allocation:** 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata. We close for 3 days between Christmas and New Year, which will be deducted from your annual leave allowance.

## About Kinship

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

**Join us. Together, let's commit to change for kinship families.**

## About the role

You'll sit in the Services and Digital Department in the Advice team. Our department comprises the Training, Peer Support, Programmes, Database and Digital & Content teams.

You'll be joining a growing organisation where you'll have brilliant opportunities for personal development and training to support you in your role.

## About the advice service

Our advice service is often the front door for kinship carers and the first time they have spoken to someone about their situation. Kinship carers are strong people, and we aim to support them to build resilience and self-confidence in the decisions they're making. This means making sure they have the right information and advice to inform their choices.

The advice service provides over 2,000 kinship carers a year with easy access to expert advice and support to empower them to:

- realise their rights
- access the support to which they are entitled
- take the next step forward in tackling their challenges
- navigate their way through a sometimes complex and confusing system

We're developing our advice service and investing in our team to make sure that we can support more kinship carers effectively. You'll be part of a supportive team who keep kinship carers at the heart of their service.

Our Advice Team support kinship carers in complex and challenging situations. It can be a tough role at times, and we're developing a trauma informed approach to our advice work, which we'll be embedding across the service.

## Purpose of role

To deliver advice to individuals (kinship carers) on their rights, entitlements and responsibilities in relation to:

- Welfare benefits
- Accessing support and allowances from local authorities
- Kinship care arrangements and options
- SEND support for children and young people
- Safeguarding issues
- Accessing mental health and wellbeing support
- Housing

The role of Advice Worker is pivotal in supporting kinship carers to access the right information, services and entitlements.

In this role, you'll provide generalist advice and information to kinship carers, and this will often involve talking to kinship carers in complex and crisis situations. It will be your job to calm a situation quickly and support people to communicate their needs so you can identify the priority issues and provide in-depth advice, support and signposting as appropriate.

You'll gather the relevant information to enable you to respond fully to kinship carer enquiries and be providing advice and information so that the kinship carer can take action themselves. When appropriate, you'll provide additional support or follow-up action to move the case on.

An important part of the role is providing advice in line with kinship carers' preferred methods. Often, this will be by telephone, including taking live calls on our advice line, and by email. You will also need to respond to enquiries using video conferencing, text and other channels as we develop the service.

## **The type of person we're looking for**

You will have significant experience of providing advice to individuals on their rights. You might not have worked directly with kinship carers, or have experience of advising on all the issues our service covers, but your advice skills will be transferable to this client group.

Alternatively, will have significant experience of providing support to kinship carers. You might not have experience as an advice worker, but your in-depth knowledge of kinship care will enable you to quickly develop your ability to provide advice on kinship carers' rights and entitlements.

We will provide the training you need to undertake the role, as well as opportunities for development and progression.

You will need to be resilient and able to remain calm in difficult situations. You will have an eye for detail to identify the key issues requiring advice and the relevant legislation, guidance or practice. You will be firm, sensitive and professional in your approach and will be clear and assertive as you support kinship carers to get their needs met quickly and effectively.

You will understand how important it is that kinship carers feel confident in making their own decisions with the right information and advice so that they can build their own knowledge and confidence rather than dependency.

The team work remotely, but there is the option to work from our office in London.

# **What you'll be doing:**

## **Advice provision**

- Respond to enquiries through a range of incoming channels. This includes taking calls on our advice line, as well as responding to enquiries submitted through our website, via internal referral or other channels.
- Assess vulnerability and risk to prioritise and respond to kinship carers' issues in a timely manner.
- Provide high quality advice and information to kinship carers on their rights, entitlements and responsibilities in relation to: welfare benefits, local authority allowances, support from children's services, kinship care arrangements and options, housing, sources of educational, parenting and legal support and other issues that may be required.
- Research individual cases and identify possible courses of action.
- Address all safeguarding concerns in line with policy.
- Make referrals and signpost to other services as necessary.
- Where appropriate, provide additional advice or support to enable the client to take action or undertake follow-up action on behalf of the client to move the case on.

## **Person-centred approach**

- Facilitate access to our advice service for people with diverse needs, e.g. by using appropriate translation services or assistive technology.
- Adapt communication style to respond appropriately to differing needs.
- Provide advice in a format that is manageable and understandable for the individual kinship carer.
- Apply agreed Kinship models of practice as appropriate, e.g. taking a trauma-informed approach.

## **Service quality, consistency and data management**

- Respond to all enquiries in line with Kinship's advice service framework, standards and performance targets.
- Maintain appropriate boundaries and effective control of enquiries to deliver targeted support whilst working within the limits of your own and the service's competence.
- Ensure independence, impartiality and confidentiality when dealing with kinship carers.

- Accurately record all contact and enquiry information in Salesforce in line with service framework and data protection requirements.
- Ensure accurate data entry in Salesforce to support service performance, evaluation and learning.

### **Professional and service development**

- Maintain up-to-date knowledge of relevant legislation, policy and guidance.
- Support continuous development and improvement of the service through implementation of new systems and processes as required.
- Support a learning culture by contributing to thinking and discussions around how we can continuously improve the service to better meet kinship carers' needs.
- Work closely with colleagues as required, both within the advice service team and across Kinship, to support the delivery of activities to enhance support offered to kinship carers.

### **Team culture**

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute to an up to date understanding of kinship care.
- Deliver effective administration with attention to detail, keeping to deadlines.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.

# Knowledge, abilities, skills and experience

## Essential criteria:

### ***Essential knowledge and experience***

The successful candidate will have:

EITHER

- a. Minimum of 2 years recent experience of delivering advice work on social welfare issues (e.g. benefits, housing, education or social care) to members of the public,
- OR
- b. Minimum of 2 years recent experience of providing support to kinship carers,
- OR
- c. Experience equivalent to, or a combination of, a) or b) above.

In addition, they will have:

- Experience of working with socially excluded or marginalised people and their families.
- A demonstrable knowledge of relevant sources of advice and information.
- Detailed knowledge of the statutory systems that people with advice needs frequently encounter.
- Knowledge and evidence of good understanding of safeguarding issues and good practice.
- Proven understanding of the importance of confidentiality and a non-judgemental approach.
- Experience using Case Management Systems and/or Customer Relationship Management (CRM) platforms.

### ***Essential advice-giving skills and abilities***

- Excellent interpersonal skills, and particularly, a sensitive and professional telephone manner.
- Excellent written communication skills in English.
- Proven ability to research complex information and communicate this in an easily understandable way.
- Evidence of good judgement, knowing when to seek support from manager or colleagues or signpost clients to other sources of advice.
- Proven understanding and practice of keeping accurate and appropriate case records.
- A commitment to fair access to justice for marginalised people.

***Other essential skills and abilities***

- Ability to work flexibly, collaboratively and effectively as part of a team.
- Ability to organise and prioritise a busy workload without close supervision.
- Confident in using digital tools, and an ability to learn new tools.
- A commitment to the vision, mission and values of Kinship.
- A demonstrable commitment to apply equality, diversity and inclusion principles in all areas of work.
- Willingness to travel across England on occasion, as required (such as for events), working flexibly in response to the need.
- Right to work in the UK.

**Desirable criteria:**

- Citizens Advice Certificate in Generalist Advice Work or an NVQ Advice & Guidance qualification or equivalent.
- Experience of working in the voluntary sector.
- Personal experience of kinship care or thorough understanding of the experience of kinship care.

**Key behaviours required:****Personal attributes**

- Organised
- Tenacious
- Reliable
- Calm under pressure and in difficult situations
- Clear, straightforward communication
- Attention to detail
- Resilient
- Non judgemental
- Assertive and firm

**Behaviours**

- Solutions focus; can do attitude
- Positive attitude and approach
- Respectful
- Professional
- Empathic, sensitive, tactful



## **Your main relationships will be with:**

### **Internal**

- Advice Service Manager
- Advice Team
- Associate Director of Advice, Training and Information
- Programmes team
- Training team
- Practice Lead

### **External**

- Kinship carers
- Local authorities, including social workers
- Voluntary organisations working with kinship carers
- Legal services

## **What it means to work at Kinship**

### **Our vision:**

A society in which kinship carers and the children they care for are recognised, valued and supported.

### **Our mission:**

To ensure that kinship carers and the children they care for get the support and recognition they need.

*"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers."* (Staff member at Kinship)

We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

# Our Kinship values

## Be bold

**We fight for what's right with focus and determination**

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



## Be stronger together

**We see the bigger picture of our work and value collaboration to drive impact**

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



## Step up

**We all take responsibility for changing lives and changing the system**

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



## Put people first

**We care about each other and create spaces where people feel they belong and can thrive**

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



# Equality, diversity and inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

## Candidate application information

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

## How to apply

Please apply for this role via Charity Jobs.

**Please submit an updated CV** that clearly reflects your experience so we can easily align to the essential criteria in the job pack.

In addition, please provide **a cover letter** answering the following 4 questions (up to 250 words per answer):

1. Give an overview of how your experience, qualifications and training equip you for the role of advice worker.
2. Explain why you want to work for Kinship.
3. What are the key skills and personal attributes that you would bring to the role?
4. What do you see as the biggest issues facing the advice sector today?

Please include your notice period and the earliest availability to start.

Your responses to the questions and the CV you provide will be reviewed anonymously.

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

**Some tips for your application:**

- Make sure you've read the job description and the essential requirements – make sure your answer reflects those points in the requirements very clearly.
- Really tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to really focus on your answer.
- Provide sufficient information in your cover letter to enable reviewers to identify your suitability for the role, but keep to the word limit.
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check and your application will be rejected if you do.

**Key dates:**

**Application deadline:** 10 am on Monday 21 July 2025  
**First interview:** Online – w/c 4 August 2025  
**Second interview:** If required – w/c 11 August 2025

If you would like further information or an informal chat about this role, please contact **James Kenrick** (Advice Service Manager)

E: [James.Kenrick@kinship.org.uk](mailto:James.Kenrick@kinship.org.uk)

# **Conditions of employment and what we offer**

## **Working hours**

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

## **Holidays**

You will receive 30 days annual leave, plus bank holidays (1 April to 31 March) pro rata.

We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

## **Flexible working**

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

## **Learning and development**

A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

## **Health and wellbeing**

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount

## **Travel**

For this role, there is a requirement to occasionally travel across the nations (England and Wales). There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

## **Pension scheme**

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

## **Probationary period**

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

### **Community**

- Staff away days.
- Regular social activities online and in person.

### **Standard clauses**

- This role will require Disclosure and Barring Service (DBS) clearance.
- The post holder must carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are always followed.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

### **Note:**

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document. Any substantial or major changes will be negotiated with the post holder.