

# TRAINING PROFILE



Training area	Administrative & Advice Support Assistant
Placement location	ASHA Neighbourhood Project
Responsible to	Manager/Team Leader/PATH Training Coordinator
Length of training	Up to Six Months

## ABOUT THE PLACEMENT:

Asha is a multipurpose community centre, a women's one stop centre providing a variety of services under one roof.

Asha has 24 years experience of working with South Asian women and their families in the Beeston/Holbeck area of Leeds and 17 years of providing learning opportunities.

We also provide advice services, childcare facilities, intensive family support and a healthy living project.

## PURPOSE OF THE TRAINING

You will be the first point of contact for the project; undertaking reception duties and providing basic advice and support to service users – on the phone and face to face. You will also provide general administrative support to the project.

## WHAT TRAINING IS AVAILABLE?

- **NCFE ACCREDITED QUALIFICATION**
- **WORK EXPERIENCE**

### Administrative Duties:

1. Word Processing: Minutes of meetings, reports, information sheets, updating timetables
2. Monitoring sheets – using current and creating new spreadsheets
3. Stock control – checking and ordering supplies
4. Publicity – creating and adapting leaflets and posters.
5. Post – buying stamps and preparing post
6. Reception – using a basic switchboard system and taking and giving messages.
7. General office duties – including photocopying, printing and faxing

### Support Duties:

1. Provide basic advice e.g. reporting housing repair and maintenance work, reading and explaining official letters, and signposting service users to other members of staff or other services where necessary.
2. Advocating on behalf of service users e.g. Job Seekers Allowances, Tax Credits, Housing/ Council Tax Benefits, cancelling and rearranging hospital appointments.
3. Assisting with File management e.g. Updating various Benefits forms by checking on line.
4. Outreach work; visiting local facilities e.g. One Stop Centre and Primary Schools.
5. Contacting service users about events and activities.

## PERSONAL DEVELOPMENT TRAINING:

- **Further training** and experiences may be gained as appropriate, e.g. attending a college course, conferences or in-house training.
- Obtain **Job Search** skills and Employability skills: training will be made available and trainees are expected to attend.

## PERSON SPECIFICATION

What do I need to display on the application form

CORE SKILLS	Essential	Desirable	M o A
1. Excellent communication skills and a good telephone manner.	✓		A&I
2. Ability to work as part of a team.	✓		A&I
3. Good organisational skills; the ability to manage to prioritise and meet deadlines.	✓		A&I &T
4. Ability to speak Sylheti, Benghali or Urdu.	✓		A&I &T
KNOWLEDGE & EXPERIENCES	Essential	Desirable	M o A
1. Computer literate and confident using Word, Outlook and Excel.		✓	A&I
2. Basic knowledge and understanding of giving information and advice either voluntary, paid or informally.	✓		A&I
3. Ability to maintain written records.	✓		A&I
4. Interested in helping and supporting people.	✓		A&I
ATTITUDE	Essential	Desirable	M o A
1. Reliable and trustworthy.	✓		A&I
2. Be prepared to complete an Enhanced Criminal Record Bureau check.	✓		A&I
3. Ability to work under pressure and to adopt a flexible approach to working methods.	✓		A&I
4. Able to demonstrate an understanding of equality and diversity and its practical application.	✓		A&I

### METHOD OF ASSESSMENT ( M o A)

**A:** Application Form

**I:** Interview

**C:** certificate

**T:** test

## RISK ASSESSMENT OF THE TRAINING POSITION

### A. CLIENT GROUPS, the employee will work with \*

General Public

Housing Tenants

Other Agencies

Children

People with learning difficulties

Working with Clients

### B. PHYSICAL CONDITIONS:

#### 1. Work is conducted in the main \*

Indoors

Outdoors

Sitting

Standing

Walking

Office Accommodation

#### 2. The training will involve \*

Lone Working

Working out on the Estate

Working underground

Climbing

Working on the Counter

Working in Void Properties

Bending

Manual Handling tasks

Working in confined spaces

Stretching

Working at Heights

Contact with discarded needles

Driving

Potentially working in a smoking environment

Cash Handling

Use of Display Screen Equipment

### C. CONTROLS TO MINIMISE HAZARDS

The following specialist equipment will be provided for the job.

Personal Protective Equipment *	N/A
Protective Clothing *	N/A
Type of Vehicle (other than car) *	N/A
Other equipment used	N/A

To control the hazards identified by this assessment, we are committed to providing Induction Health & Safety training plus further detailed training as appropriate to the post.

**We want all our trainees to work in safe and healthy conditions. In accordance with health and safety legislation – all trainees have a duty to act responsibly and to do everything they can to prevent injury and ill health to themselves, fellow employees and others.**

\* Tick where appropriate to indicate what aspects the job will involve.