

Rights Hubs Administration worker; Job Specification

Full time permanent post – 34 hours per week

Salary Commensurate with Experience & Job share will be considered



Specification	Essential	Desirable
Qualifications	Good communication skills written and verbal	Good educational or further education level or equivalent in training combined with experience
Experience	Dealing sympathetically with Vulnerable and sometimes difficult Clients Legal Clerical work Audio Typing, copy typing Managing appointments, filing and database Answering clients queries on phone and at reception Day to day running of a busy office Working as part of a team Working on own initiative	Voluntary organisation work Working with homeless people Working with people with financial and housing difficulties
Knowledge and understanding	Welfare benefits system, application, appeals, Homelessness and people affected by homelessness	Understanding of the problems and issues faced by people in terms of homelessness, housing problems, social problems and arrears

GLC has pioneered a co-ordinated and flexible, early intervention service which works in partnership with the local organisations and developed joint working initiatives with community, voluntary and statutory services to provide a personalised holistic service to clients who are under threat of homelessness.

Our new Rights Hub Project funded by the Big Lottery Support and Connect Fund will provide outreach surgeries to Glasgow City Mission, The Marie Trust, Lodging House Mission Homelessness Day centre's along with Base 75 and Grand Central Savings and other organisations. To provide vulnerable and marginalised people access to their rights in terms of welfare benefits, Debt, housing law, homelessness law and access to financial services. You will work closely with our established team and with Govan Law Centre Solicitors to develop and deliver the service.

Based at Govan Law Centre and working as part of our established team, working on your own initiative and responsible to the manager/Senior Coordinator, you will have good working experience and expertise in all aspects of administrative support provision including legal clerical work.

Good communication skills are essential.