**RFEA – THE FORCES EMPLOYMENT CHARITY**

**NOVA CLIENT ADVISOR**

**JOB DESCRIPTION**

**Based at:** Central Support Team, Birmingham

Role: The Nova Client Advisers will provide the central registration, tracking and helpdesk function for Project Nova.

**Reporting to:** Central Support Team Manager through theNova Supervisor

**Compliance:** Nova Client Advisors are required to comply with RFEA Data Protection Procedures, Work Instructions and Project Nova Client Case Management and other policies.

**Specific Responsibilities:**

Engagement

* Receive referrals of Nova Veterans who are veterans in contact with the Police, in Nova areas, either because they have been arrested or because they are working with the Police as they are at risk of arrest.
* Undertake search for Nova veterans where contact details are missing following referral including using of social media.
* Make first contact with referred Veterans within 48 hours.
* Support the Nova Team Leaders and Case Managers to engage with veterans including contact via social media and by letter.
* Support the Nova Team Leaders and Case Managers to register Nova Veterans on the CRM system.

Support Network Referrals

* Support the Nova Team Leaders and Case Managers to manage referrals for Nova Veterans to organisations in the Support Network, including diary management and reminder calls.

Tracking & Follow-up

* Contact Nova Veterans who are in the support network following referral at regular intervals, usually weekly for the first three months following referral and monthly up to nine months following referral.
* Report any issues or problems that the tracking reveals to the Nova Team Leader or Case Manager.
* Follow up Nova Veterans at 3 months and 6 months after case closure.
* Provide accurate and responsive telephone, text, social media and email ‘helpdesk’ support to Nova Clients and other stakeholders.
* Record all interactions with Clients and other Nova stakeholders accurately on the Logical Office (or successor) CRM BMS.

When required undertake other tasks to support the delivery of Project Nova and its partner charities RFEA and Walking With The Wounded.

**PERSON SPECIFICATION**

Essential Competencies

* Motivated self-starter with ability to work cooperatively within an integrated team dedicated to achieving successful outcomes for clients.
* Confidence to independently conduct update calls with Nova Veterans who often have complex lives.
* High quality written and verbal communication skills, with a personable manner and excellent telephone technique.
* Excellent IT and keyboard skills.
* Empathy with and understanding of the challenges faced by Ex Forces personnel who are in the criminal justice system including those who are arrested for violent or sexual offences.
* Experience of business administration in particular the use of databases and customer relation management systems to accurately record data.
* Strong communicators with Veterans and to share information on cases with Team Leaders and Case Managers.

Desirable Competencies

* NVQ Advice and Guidance
* A working knowledge of the criminal justice system and experience of working with offenders or ex offenders.
* Experience of serving in the armed forces

**Security Clearance**

Successful candidates will be required to undertake Ministry of Defence security clearance check which requires applicants to have been resident in the UK for over 5 years. Successful candidates will also be the subject of an Enhanced Disclosure & Barring Service (EDBS) check and Police Vetting.