



Community and Outreach Adviser Job pack

Thanks for your interest in working at Citizens Advice Telford and The Wrekin (CATW). This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Telford and The Wrekin
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Rich Tonks by emailing richardtonks@telfordcab.co.uk

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Telford and The Wrekin works

Citizens Advice Telford and The Wrekin (CATW) provides advice, information and casework for the benefit of residents of Telford and The Wrekin. Our core advice and casework issues focus on benefits, debt, housing, employment, relationship, and immigration issues, together with focus on support clients in crisis who maybe facing poverty or homelessness.

We currently deliver a range of advice and casework projects that support clients with across a range of advice areas including locally funded outreach and casework projects, national Energy Advice Programme, Help To Claim and MAS Debt Advice. We deliver through a range of channels from a core site in Wellington, Telford and a network of community partner and outreach locations.

We are offering this opportunity in line with our strategy to further embed our services within the community and advise local residents facing social welfare struggles and financial hardship caused by the cost-of-living crisis.



Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

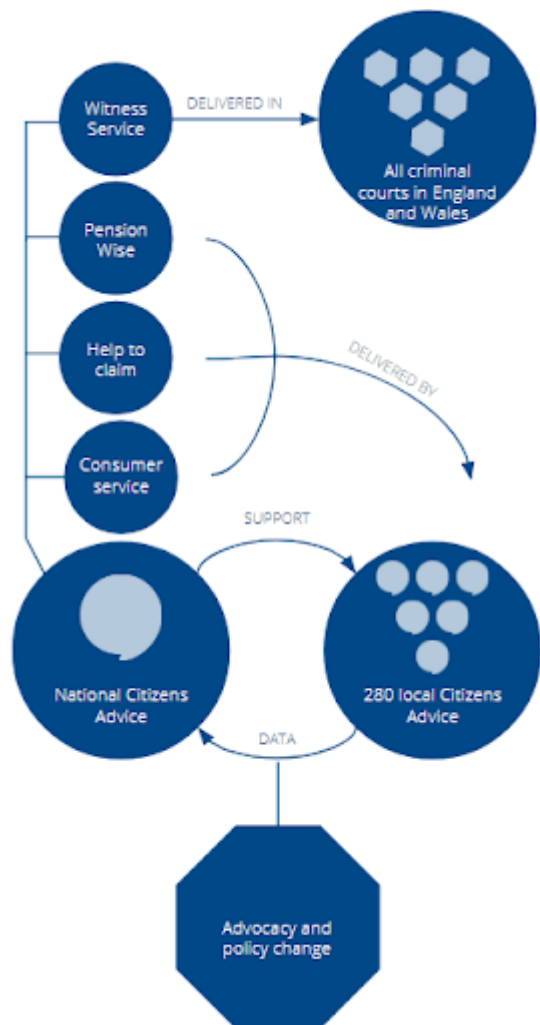
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.





The role

We require a full-time Community and Outreach Adviser to provide advice and casework services to individuals across our local authority area. You'll be joining a team of 18 frontline delivery staff including Session Supervisors, caseworkers, energy advice specialists, benefits caseworkers and our local MAPS Debt Unit.

You'll have the ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings. We are looking for individuals who are qualified Citizens Advice advisers, or with experience and qualified to deliver advice in a similar organisation.

A crucial part of this role is developing partnerships with other key community organisations throughout Telford and The Wrekin, providing a key point of access into our service and ensuring individuals affected by cost-of-living pressures have access into our services. You will work closely with our Marketing and Communications Manager to promote our activities in the heart of the borough's vibrant communities.

We are looking for an adviser with good IT skills with the ability to support clients remotely, as well as a commitment to the aims and principles of the Citizens Advice Service.

This is a dynamic opportunity to develop your existing professional advice skills, taking the support we offer into the heart of Telford and The Wrekin's diverse communities.



Role profile

Advice giving

Interview clients in a range of established and new community settings, using sensitive listening and questioning skills in order to allow clients to explain their

problem(s) and empower them to set their own priorities

Use Citizens Advice resources to find, interpret and communicate the relevant information to clients across all advice issue areas

Complete benefits checks, income maximisation, expenditure reduction and cost-of-living support – and when appropriate and undertake casework

Research and explore options and implications so that clients can make informed decisions.

Act for the client where necessary using appropriate communication skills and channels.

Refer internally or to other specialist agencies as appropriate.

Ensure that all work meets quality standards and the requirements of different funders

Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Work in a variety of settings including community outreach and local authority offices as required

Complete the required training to comply with quality assurance processes

Research and campaigns

Support our research and campaigns work through various channels including case studies, data collection and client consent

Professional development

Keep up to date with legislation, policies and procedures and undertake appropriate training including all cost-of-living support

Read relevant publications

Attend relevant internal and external meetings as agreed with the line manager

Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

Administration

Use of telephony and IT equipment for multichannel delivery of advice services

Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis

Ensure that all work conforms to your organisation's systems and procedures

Other duties and responsibilities

Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service including promotional and publicity work in the community

Demonstrate commitment to the aims and policies of Citizens Advice

Abide by health and safety guidelines and share responsibility for own safety and that of colleagues



Person specification

Essential

Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them

Ability to develop and maintain positive working relationships with external stakeholders to extend reach into communities

Ability to give and receive feedback objectively and sensitively and a willingness

to challenge constructively

Ability to use IT systems and packages, and resources in the provision of advice, record keeping, document production and statistics/promotional products

Ability and willingness to work as part of a team

A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics

Ability to work independently in a range of settings with an understanding of information assurance and safety in those settings

Ability to commit to and work with the aims, principles and policies of the Citizens Advice service

A good up to date understanding of equality, equity and diversity and its application to the provision of advice

Ability to monitor and maintain standards for advice provision and quality assurance

Desirable

Knowledge of multiple key enquiry areas to aid with identifying emergencies and making referrals where appropriate – completion of the Citizens Advice adviser learning programme

Proven ability to undertake benefits and housing casework

Experience of delivering FCA-regulated debt advice

Knowledge of communities in Telford and The Wrekin local area and the challenges they face

In accordance with Citizens Advice national policy, the successful candidate will be screened by the DBS. However, a criminal record will not necessarily be a bar to you being able to take up the job.



Terms and conditions

Salary: £24,000 – 27,000 (depending on experience)

Full-time position

Hours: 37.5 per week

Contract: Permanent

Reports to: Advice Services and Quality Manager

Direct reports: None

Location: Hybrid. Travel within the local Telford and Wrekin borough area will be required, combined with office-based work in our Wellington office and homeworking.



What we give our staff

Generous holiday entitlement:
25 days (full-time equivalent, excluding bank holidays)

Long-service holiday
Increase after 1 year of service by 1 day per year up to a maximum of 5 extra days.

Flexible working practices including hybrid working practices

Company pension scheme

Lifeworks Employee Assistance Programme wellbeing support

Ongoing training and development opportunities – protected learning time

