



Job Title	Adviser & Caseworker
Reporting to	Advice Service Manager
Hours	30 to 37.5 hours per week
Salary	£26,394 - £29,150 per annum (pro-rata for part-time personnel), depending on expertise and qualification
Pension	5% employer contribution
Location	Hybrid working – mix of home, office and at community access points
The Role	<p>This role is part of a wider Alliance Programme that will provide individual and community support combining Crisis Payments, Advice and Financial Resilience building support.</p> <p>The role will be suitable for someone with excellent interpersonal skills and experience of working with clients who are facing financial hardship, health problems and other complex circumstances.</p> <p>The postholder will be responsible for providing advice and follow-on advice (with casework as appropriate) to a nominated number of clients including those eligible for the Crisis Payments under the Crisis and Resilience Fund.</p> <p>The postholder will be required to advise on a range of topics, including welfare benefits, housing, employment, income maximisation, financial inclusion, debt, energy etc. Training to specialist caseworker level is available.</p> <p>The postholder will have proven expertise in the use of online applications and IT systems and will be confident providing advice on the phone and in person.</p>

Key Responsibilities

1. Vision, mission and values

- Work within and champion the ethos and values of Citizens Advice Somerset to develop positive, trusting and professional relationships with clients, colleagues, partners and external agencies.
- Demonstrate a continuous commitment to the aims, principles and policies of the Citizens Advice Service and our Equity, Diversity and Inclusion policies.
- Provide peer support and guidance to other less experienced staff and volunteers.

2. Advice and Casework

- Assist with providing advice on Adviceline and in community access points
- Undertake advice need assessment and deliver advice to an allocated number of clients by telephone, online video channel or in person in a timely manner and in accordance with the policies and procedures of the organisation and the requirements of the various quality standards or funding programmes
- Use your interpersonal skills to explore, listen and understand complex problems as they affect each individual and tailor your approach to advice accordingly
- Undertake thorough and appropriate research and explore options and implications so that clients can make informed decisions and maintain client involvement at all stages of the case
- Provide follow-on advice and practical support for clients as required
- Ensure that accurate on-going records are regularly updated and communications between the various parties (clients, colleagues, partners, external agencies) are clearly documented and undertaken professionally
- Maintain key dates, tasks and other admin systems and ensure that all the required actions necessary to complete and close the client case and document client outcomes are undertaken to a high standard
- Maintain detailed case records of outcomes for the purpose of continuity of client care, information retrieval, statistical monitoring and report preparation
- Ability to work under your own initiative and to do so within a remote working team environment. Maintaining regular and close working with colleagues and partners including using online video meeting platforms
- Identify and escalate serious problems, including safeguarding, appropriately.

3. Quality

- Ensure all client engagement and support is comprehensively and accurately recorded

- Review your work to monitor and maintain quality standards, as per the Citizens Advice quality framework
- Work with your line manager to review quality, develop and improve services, and your own standards including participating in the independent file review process.

4. Research and campaigns

- To stay abreast of our local and national campaign issues.
- Contribute to our research and campaigns by providing information about clients' circumstances through the appropriate channel.

5. Personal and professional development

- Proactively participate in your induction and adviser training.
- Complete continuing professional development training and keep your knowledge and skills up to date in accordance with the Citizens Advice standards of practice.

6. Other

- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.
- Always demonstrate a commitment to the aims, principles and policies of the Citizens Advice service and the implementation of our equality policies.
- Always represent the organisation in a professional manner
- Carry out any other tasks as requested to ensure the effective delivery and development of the service.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.
- Liaise with other agencies as appropriate.
- Carry out any other tasks and support Citizens Advice work as necessary.

Please note that this role description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.

About you – person specification		Essential / Desirable
1.	Experienced adviser (Citizens Advice or similar) with recent experience of advice needs assessment and advice delivery in person and on telephone.	E
2.	Experience of providing specialist advice and advice with casework (training will be provided for completion within a designated period).	E
3.	Excellent client skills and experience of working with frustrated/angry/distraught clients in a calm and effective manner, and the ability to deal effectively with escalated issues by referring to the supervisor.	E
4.	An understanding of the advice quality standard with an ability to monitor and check that your work meets the required standards. Once qualified as a caseworker the postholder will take part in the Individual File Review quality audit.	E
5.	Excellent communication and people skills and the ability to work respectfully and appropriately with a team of paid and volunteer advisers.	E
6.	Ability to prioritise your own work and support the work of others, meet deadlines and assist colleagues (staff and volunteers) to ensure the team works effectively in a pressured environment.	E
7.	Willingness and ability to travel to meet the needs of the job.	E
8.	Excellent IT, phone, video chat and keyboard skills.	E
9.	Experience of success in the completion of work-based learning programmes.	E
10.	A commitment to continuing professional development, primarily aimed at keeping abreast of developments that are relevant to the role.	E
11.	An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice service and the positive value of equality, diversity and inclusion.	E
12.	A Citizens Advice adviser certificate attained within the last few years.	D