Job description and person specification

Job Title	Community Adviser
Reporting to	Advice Service Manager
Hours	22.5 to 37.5 a week
Salary	**Trainee** - £26,394 a year (pro-rata for part-time personnel) **Qualified** - £28,001 a year (pro-rata for part-time personnel) for candidates who are fully qualified and meet the AQS adviser standard
Pension	5% employer contribution
Location	Somerset – community working based in either: ▪ Taunton and Wellington ▪ Glastonbury, Street and Wells With occasional home working
The Role	Community Advisers work as part of a Somerset advice team providing frontline information, advice and practical assistance across the full range of our advice topics - including: debt, housing, benefits, employment, family, consumer and immigration. This role will be suitable for someone with excellent interpersonal skills and experience of working with people in a holistic way. The postholder will have proven experience in the use of online applications and IT systems and will be confident in working remotely and in person to deliver advice on a range of topics (welfare benefits, housing, employment etc). Training to adviser competency will be provided with the potential for skill development to include casework in the future. The role will include travel to provide relief cover at nearby Community Access Points or other community venues.

Role Responsibilities

1. Our values

- Work within the ethos and values of Citizens Advice Somerset
- Develop positive, trusting and professional relationships with clients, colleagues, partners and external agencies
- Always demonstrate a 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

- To 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
- To 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
- Where required provide follow-on advice and practical support for clients
- To 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
- To 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 through the use of 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 develop your own standards and improve our services.

4. Research and Campaigns

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

5. Personal and professional development

- Proactively complete induction and essential initial adviser role training
- Complete continuing professional development training as appropriate and keep your knowledge and skills up to date in accordance with the Citizens Advice standards of practice.

6. Other duties

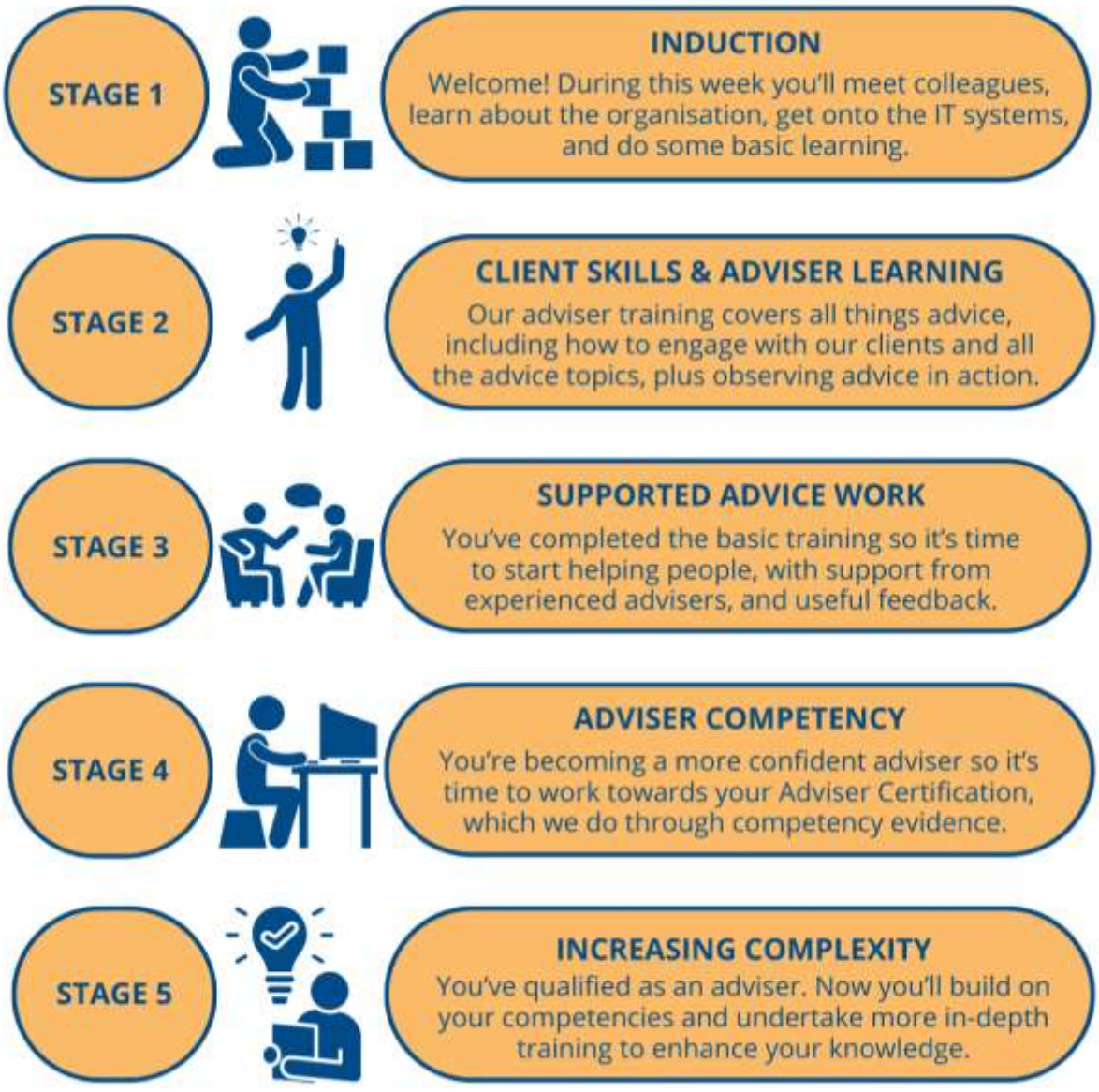
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.
- Carry out any other tasks and support Citizens Advice work as necessary.

Please note that this job 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.

Community Adviser Learning & Development Plan

The following programme shows the anticipated learning milestones in the journey to community adviser competency - and you'll be supported throughout with access to quality training, peer support and consistent developmental feedback.

We welcome new staff to join our team whatever stage of the training framework you are currently qualified to.



Person specification		Shortlisting matrix
1.	Experience of working with and engaging people one-to-one, preferrable in an information, advice or support setting.	Essential Application and interview
2.	Understanding the issues involved in interviewing and advising people, including over the telephone and in person.	Essential Application and interview
3.	Good interpersonal and communication skills (spoken and written) and the ability to develop and maintain positive, professional, working relationships with clients, colleagues, and other agencies.	Essential Application and interview
4.	High standards of numeracy and literacy and excellent administrative skills being able to work efficiently and to follow processes and policy guidance accurately.	Essential Application and interview
5.	Ability to use IT systems competently. Experience of using cloud-based software and other office applications and a very confident user of IT systems – including Word and Excel.	Essential Application and interview
6.	Confident and professional approach to your work, taking personal responsibility for your own actions and work plans.	Essential Application and interview
7.	Ability to work effectively as part of a team and use your initiative to prioritise work, meet deadlines and ensure clients' needs are met.	Essential Application and interview
8.	An awareness of confidentiality and data security and the ability to uphold policies and working practices to the highest professional standards.	Essential Application and interview
9.	A commitment to completing training and keeping abreast of learning opportunities or developments that are relevant to the role.	Essential Application and interview
10.	An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice service and the positive value of diversity	Essential Application and interview
11.	An ability and willingness to travel for in person advice and training.	Essential Application form
12.	Adviser experience (Citizens Advice or similar).	Desirable Application form
13.	An advice qualification (Citizens Advice, IAG or similar).	Desirable Application form