



Somerset Cases Team Adviser Job pack

Thanks for your interest in working at Citizens Advice in Sedgemoor, a local Citizens Advice service within Somerset. 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 will find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice in Sedgemoor
- The role profile and personal specification
- Terms and conditions

Want to chat about this role?

If you want to chat about the role further, you can contact Olly Watts by emailing Olly Watts Olly@citizensadvicesouthsomerset.org.uk or calling 07756 716492



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 Sedgemoor works

Citizens Advice Sedgemoor provide free, confidential, and impartial advice on any subject. We are an independent, local charity and a member of the Citizens Advice network. Last year we dealt with over 6600 clients, managed £1.9m of debt on behalf of our clients and generated £2.4m of welfare benefit income.

Our general service operates 5 days a week and we have weekly outreach sessions across Sedgemoor. Our service is delivered by a combination of volunteers and paid members of staff. We provide money advice and welfare benefit casework.

"The beauty of Citizens Advice is that they never really know what issues they are going to be dealing with! They are great listeners and that's the best start to unravelling what needs to be done and the appropriate advice to be given!"

Client

Our volunteer model means our services are locally delivered by and for members of the community, directly at the point of need.

"I am often very humbled when I can help a client and they leave with a smile on their face. Volunteering for Citizens Advice provides a stimulating and challenging environment in which to provide help and assistance"

Volunteer

Whilst people seek help with many problems, the most common are benefits, debt, housing, employment, and relationship problems. Our holistic service will explore other issues in addition to the presenting problem.

The clients we help include those most in need – our clients often live on low incomes, over half of our clients have a physical disability or mental health issues.

Some problems are too difficult to solve through advice alone. Our evidence shows there are systemic barriers which stop people's problems being resolved. Our work helps to remove these barriers by improving policy and practice. This can bring change not only for our clients but also for people who may never come to us for help. Our research and campaigns work provides evidence so that we can better target our support and our resources.

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.

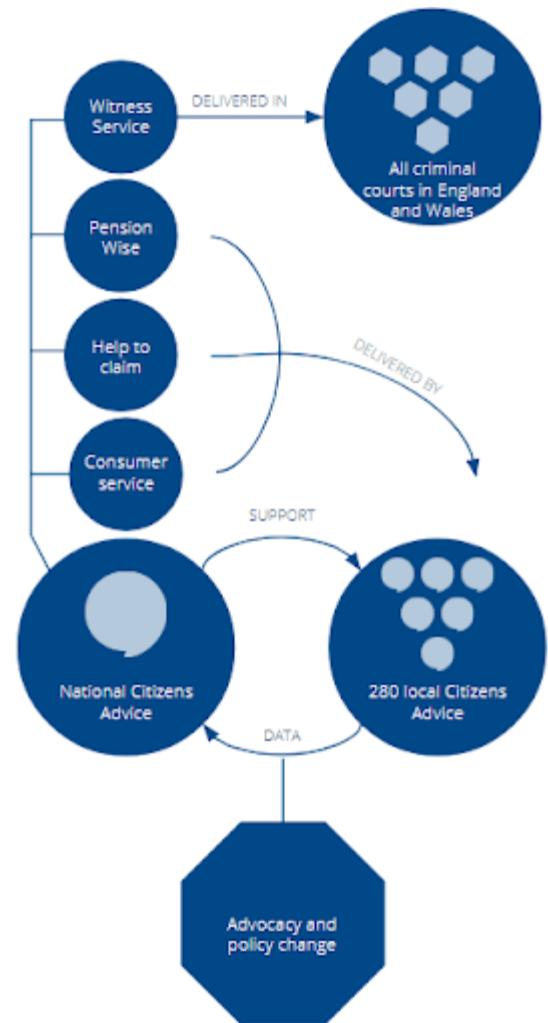
This role sits our network of independent charities, delivering services from

- 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

Role: Somerset Cases Team Adviser

Hours: 37.5 Hours per week

Location: Flexible – remote working/an office base within Somerset

Salary: £19,500 - £21,000 depending on experience

Contract: 12 months fixed term

Application deadline: 12noon 07 May 2021

Interviews week commencing : 17 May 2021

Citizens Advice Sedgemoor are the host organisation for a pilot project across Somerset delivering complex casework in response to the advice needs created by the pandemic. We are looking for an Adviser to join the Somerset Cases Team. This is a new role within Somerset. This is an exciting time to join us, as we have an ambitious agenda to develop our advice services to meet the needs of people in Somerset.

The post-holder will be part of a County-wide casework and advice team, working together to deliver multi-channel advice by telephone, digital, virtual, and actual face to face to Somerset residents on a range of complex queries affecting clients.

To apply, please request a job pack and application form from our partnership website <https://citizensadvicesomerset.org.uk/work-with-us/>



Role profile

Context of role

The role will be linked to the general advice service that is delivered across Somerset through a partnership of the 5 local Citizens Advice organisations. The postholder will be responsible for providing follow-up advice to clients and support to the Somerset Cases Team caseworkers.

The nature of the follow-on advice will vary and is likely to include benefits, housing, employment and families' advice with elements of debt and welfare included.

Main Duties and responsibilities

- Interview clients 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 the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate
- 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.
- Mentor and participate in the training of our trainee advisers.
- Keep technical knowledge up to date
- Ensure all relevant policies and procedures are followed.

Other Duties and Responsibilities

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed.
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

Administration

- Attend relevant internal and external meetings as agreed with line manager.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Other

- Complete required training to comply with quality assurance processes. Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

We are looking for a skilled individual who has:

Essential Criteria

- The ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- Proven understanding of equality and diversity and its application to the provision of advice.
- Ability to use a variety of IT/digital systems and packages.
- Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of interviews.
- Understanding of the issues affecting society and their implications for the client and service provision and a commitment to the organisations research & campaigns programme

- Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- Ability to understand statistics and check accuracy of calculations.
- Commitment to continuing professional development
- Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies.
- Good IT skills to including virtual face-to face appointments.
- A flexible attitude to home-based working.

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



Terms and conditions

Ordinarily, the main place of work for this role would be at one of the Somerset offices with the potential for some travel across Somerset. We are currently delivering our service flexibly with a combination of office and home working.

Reasonable expenses will be reimbursed for costs incurred.

This is a 12-month fixed term contract. The full-time working week is 37.5 hours and normal hours are from 9am to 5pm Monday to Friday.

The annual leave year runs from 01 January to 31 December and full-time employees are entitled to 25 days paid annual leave plus statutory holidays.

There is an auto enrolment pension scheme with an employer contribution of 7.5%