

Job Pack – Trainee Adviser (mental health services)

Thanks for your interest in working at Citizens Advice 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'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Somerset
- The role profile and background (page 3)
- Terms and conditions and Job Description (page 4 onwards)

Want to chat about this role?

If you want to chat about the role further, please email HRandResources@casomerset.org.uk



Our Values

Accessible

We respect and appreciate one another; this means we welcome people from all walks of life and backgrounds and that our culture is free of bullying, intimidation and negativity. We recognise personal qualities and skills and we respect our differences.

We treat one another as equals; this means that everyone in our Organisation is of equal value regardless of their role, title or area of responsibility.

We work hard to create a friendly and professional work environment; this means that we are welcoming, supportive and positive towards one another, clients, partners and other agency staff

Professional

We trust each other as professionals and as people; this means that each member of the organisation will accept responsibility for their actions and decisions. We honour our commitment to confidentiality so that we may speak openly and freely among ourselves.

We take individual ownership for our own performance and we show consideration for each other's needs; this means that we follow through on our promises, listen to each other and work together to problem solve. We co-operate and we think as a team.

We are committed to working together to improve our services; this means that we welcome fresh ideas and new ways of working and that we take time to gather feedback on our performance and to learn and improve.

Trustworthy

We practice open and honest communication; this means that we behave constructively and assertively to address any difficulties as they arise. We will work in an inclusive way with openness and transparency.

We are committed to spending time together and to developing our skills and knowledge; this means that we will attend meetings and training and that we will take time to keep everyone informed of our whereabouts and key activities.



3 things you should know about us

- 1. We're local and we're national.** We are part of a national network of Independent Citizens Advice organisations. The Citizens Advice network offers direct support to people in around 260 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.
- 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 Somerset works

Citizens Advice Somerset provides free, confidential, and impartial advice. We are an independent, local charity and a member of the national Citizens Advice network.

Please explore our website to find out more about our work, partnerships and our impact.

Our services operate 5 days a week across Somerset. Our service is delivered via our Somerset Adviceline, Digital channels and face to face appointments in the community.

We have around 70 paid members of staff supported by an active board of 11 trustees and just over 100 volunteers. We have strong working partnerships with local stakeholders including our primary funder, Somerset Council.



The Role Profile and Background

Citizens Advice Somerset – Trainee Adviser (mental health services)

The role will provide advice to clients accessing help and support from a partnership of community based mental health services (Open Mental Health). As a partnership service the adviser will work within a multi-agency team supporting clients. This will involve delivering a programme of advice linked to clients' needs assessments and recovery goals. The postholder will be responsible for their client administration, completing partnership records and outcome measures.

This role will be ideal for someone with demonstrable experience of working one to one with clients including those with emotional support needs. Training to the advice competency standard will be provided for applicants with no previous advice experience.

Role purpose

The purpose of the post is to:

- To work within the ethos and values of the service in order to develop positive, trusting and professional relationships with clients, colleagues and partners
- Support and advise a designated number of clients continuing to work with them and recording the positive actions and changes reported by clients during their programme.
- Manage a caseload of 3 – 5 new client starts per week
- Provide services from within mental health centres, community settings or our Yeovil office
- Deliver advice with follow-on casework support where appropriate
- Co-ordinate your work with clients and liaise with the other agencies also working with the client (for example Recovery and Wellbeing Workers)
- Undertake monitoring and evaluation
- Participate in multi-agency client care planning and team meetings as directed by the Team Co-ordinator

Partnership

Work in collaboration with Open Mental Health partners and project teams to create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff, partners and clients are supported.

The postholder will be based within Citizens Advice Somerset working from our Yeovil office.

The role will be suitable for someone with excellent interpersonal skills who enjoys working one to one with clients including those with emotional support needs. We are looking for a candidate that is confident and able to deliver advice by working with clients in person or via phone.

The postholder must be able to demonstrate effective use of our online applications and IT systems.

The successful candidate will be required to complete the 2 day Mental Health First Aid course delivered by Mind in Somerset.

You will be a role model of our values and policies – working to the highest standards of openness, transparency and respectfulness in all that you do.

Terms and Conditions

Job title:	Trainee Adviser (mental health service)
Reporting to:	Team Leader
Hours:	22.5 – 37.5 hours per week (over 3, 4 or 5 days)
Location:	Yeovil office with home working option for some of the week
Salary:	£24,087 per annum full time equivalent – will be pro rata for the hours agreed (trainee caseworker). Pay review once fully qualified.
Pension:	3% employer contribution
Contract:	Permanent (following a probation period)
Application deadline:	24 th June 2024 at 9am



What's in it for you?

- Hybrid working, working onsite across our Somerset locations and some home working.
- We offer a supportive environment where our people feel valued and enjoy plenty of opportunities for professional development within our service.
- You will join a service committed to its values, with a commitment to making a difference to the lives of our community.
- Work pattern of Monday to Friday, with usual working hours being between 9am and 5pm.
- 23 days paid annual leave plus statutory holidays (pro-rata for part time workers)
- Auto enrolment pension scheme with an employer contribution of 3%



Next Steps

Please complete the application form and return it to: hresources@casomerset.org.uk by 9am on 24th June 2024.

Interview dates are scheduled for: Thursday 4th July 2024

If you are selected for interview this date will be confirmed

Job Description

A 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 included to be an inflexible list of tasks.

Advice giving

- Provide assessment and advice to clients face-to-face, by telephone and by email in accordance with the policies and procedures of the organisation and the requirements of the partnership
- Undertake thorough and appropriate research and explore options and implications so that clients can be supported to make informed decisions
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning
- Refer internally or to other specialist agencies as appropriate
- Develop specialism in one or more advice area (Welfare Benefits, Debt, Employment etc.) and meet or work towards the caseworker competencies including participation in Independent File Reviews
- Ensure that all work conforms to the organisation's office manual and the Advice Quality Standard/funding requirements, as appropriate
- Maintain detailed and timely case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation

Quality Assurance

- Liaise with the Supervisors and quality assessors to make provision for the assessment and case-checking of an allocated number of cases as requested.

Learning, development and training

- Participate fully in continuing professional development training and keep your knowledge and skills up to date in accordance with the Citizens Advice standards of practice.

Research and Campaigns

- To assist with research and campaigns by providing information about clients' circumstances through the appropriate channel and through encouraging and overseeing similar commitments from the other advisers and assessors.
- To work with colleagues to provide client case studies as required

General Duties

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed
- 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
- Identify own learning and development needs and take steps to address these
- Carry out any other tasks to ensure the effective delivery and development of the service.

Person specification – these criteria will be used for shortlisting purposes

Person Specification	Selection Matrix
Excellent communication skills and experience of developing effective working relationships with clients, your colleagues and staff from across different organisations and from a range of professional backgrounds	Essential Application & Interview
Demonstrable experience of working one-to-one to provide support and assistance to a case load of individual clients including those with emotional support needs	Essential Interview
The ability to work with clients in a calm, sensitive and respectful manner in person, over the phone and by email	Essential Interview
The ability to maintain self awareness in relation to your own emotional wellbeing and experience of working in a busy service whilst also maintaining a healthy work life balance	Essential Application & Interview
Qualified and confident adviser with experience of delivering one-to-one advice in a quality assured advice service. Candidates with transferrable skills but who have not got a formal advice qualification may apply as training can be provided. Training to be completed over an initial two month period. Relevant, transferrable skills might include a role as a support worker, job coach etc).	Essential Application & Interview
Qualified advice caseworker (debt and money or welfare benefits) or a willingness to train to standards within a set time frame	Essential Application & Interview
Confident and professional approach to your work and the ability to take personal responsibility for your own actions and work plans	Essential Application & Interview
Demonstrable experience of working safely and appropriately with clients and of working to standards of best practice in relation to confidentiality, information assurance and safeguarding	Essential Application & Interview
High standards of numeracy and literacy with excellent IT and administrative skills. The ability to use office software, cloud based programmes and Citizens Advice IT systems effectively. A level 2 qualification (or equivalent) in English and Maths	Essential Application & Interview
An understanding of, and a commitment to, the aims, principles and policies of the Citizens Advice Service and the positive value of diversity	Essential Application
Willingness and ability to travel to see clients in person in the Yeovil and neighbouring areas	Essential Application