

Early Intervention Advice Worker

September 2020

Job pack

Thank you for your interest in working at Citizens Advice Broxtowe. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice network.

In this pack you'll find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation and role
- Application process
- The role profile and person specification
- Guidance Notes

● 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 Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 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 Broxtowe works

Citizens Advice Broxtowe is a registered charity providing advice services in our 2 very busy town centre offices in Eastwood and Beeston with an outreach in Stapleford. We have been operating for over 44 years.

In 2018/2019 we handled over 13,000 enquiries on a wide range of subjects including debt, housing and homelessness, family problems and employment issues. Debt and welfare benefits account for almost 70% of all enquiries.

Our service makes a real contribution to the most deprived individuals and communities and we make a real difference to people's lives.

We support local economies by maximising people's income and increase the circulation of money in the local area by helping people claim benefits they are entitled to.

Citizens Advice Broxtowe works in partnership with local service providers in the voluntary and statutory sectors and provides outreach advice services within the community targeting our service towards people most likely to be socially excluded.

Our Trustee Board are responsible for setting the strategy and budget for the organisation. Day to day responsibility for the running of the organisation is with the Chief Executive together with a management team.

We employ specialists in the fields of money advice, housing and welfare benefits who work in the local community supported by our volunteer advisors. Currently we have 22 paid staff and 50 volunteers across the two offices.

This is a challenging, exciting and innovative opportunity to join a successful forward thinking local Charity and to be part of a professional team of both staff and volunteers.

How Citizens Advice works

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

The national charity includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

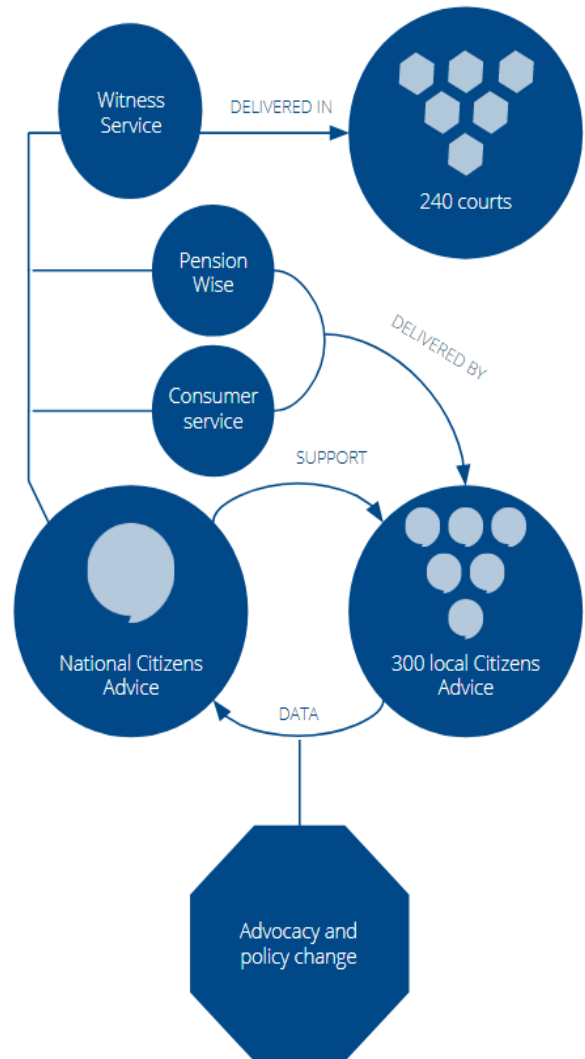
We are a network of members, all independent charities, delivering services from

- 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.



Application Process

The closing date for completed applications is midnight on Monday 28 September 2020.

It is not mandatory to complete the equalities and diversity monitoring form. This information is requested for monitoring purposes only in line with the organisation's commitment to equality and diversity.

If you would like to discuss this vacancy before you apply please email Sally Bestwick (see below) to arrange a convenient date and time.

Please email your completed application to:-

sally.bestwick@ca-broxtowe.org.uk

If you are unable to make an electronic application, please submit by post, marked **Confidential** to:-

Sally Bestwick

Chief Executive

Citizens Advice Broxtowe

The Library and Information Centre, Wellington Place

Eastwood

Nottinghamshire

NG16 3GB

Wherever possible please submit your application via email and before the closing date

CVs are not acceptable. No agencies. Previous applicants need not apply.

If you have not heard from us 2 weeks after the closing date unfortunately your application has been unsuccessful on this occasion.

Job Description and Person Specification

Job Title Early Intervention Advice Worker

Responsible to Chief Executive

Salary £19,380 per annum pro rata

Hours 30 hours per week

Base Eastwood and Beeston offices (due to pandemic the majority of this work is currently undertaken by telephone and video calls so base negotiable)

Fixed term contract until 31 March 2021 (funding is currently being sought to continue this contract beyond this date)

PURPOSE OF THE ROLE

- Help provide an effective and efficient generalist advice service
- Identify and work proactively with clients at risk of habitual crisis to ensure sustainable, less stressful lives.
- Proactively act as a community navigator helping clients access appropriate community services especially Nottinghamshire Mind and other local partners.
- Collect statistical and qualitative data to support effective evaluation of the pilot and inform our Research and Campaigns work.

MAIN DUTIES AND RESPONSIBILITIES

Advising clients

1. To interview clients either in person or by telephone in order to;

- find out what issue(s) the client wishes to discuss

Then

2. To make full use of the organisations's information resources to:

- help the client decide what they want to achieve
- explore with the client all possibilities for action and their possible effects
- help the client assess and choose a course of action which best suits his/her requirements and personal circumstances

- Record cases clearly and accurately

Working proactively

3. Within the framework of the Citizens Advice general help advice service this role requires the post holder to manage a portfolio of cases that require regular checks to ensure outcomes are sustained and more complex and stressful scenarios are avoided . They will schedule periodic callbacks to identify the early signs of a potential crisis and assist the client to take the appropriate actions at an early stage. This could be face to face or by telephone.
4. Identify the causal links that lead to the client's habitual crisis and refer the client to services that may mitigate the underlying problem. The focus will be, but not exclusively, on mental wellbeing.
5. Assist with applications to charitable trusts and support the client to access community support services.
6. Help the organisation to maintain a network of relevant providers.

Additional Expectations

1. Identify Research and Campaign issues and take appropriate action
2. Attend Advisers Meetings
3. Attend training for the development of the Adviser role
4. Attend community network meetings
5. Work within the aims, principles of Citizens Advice Broxtowe

Further duties

In addition to the core duties/responsibilities an adviser has the opportunity to develop in ways which may include any of the following:-

- Developing skills and expertise in working with clients, e.g. welfare rights advice, money advice, tribunal representation etc.
- Support the delivery of the generalist advice service.
- Perform and necessary administrative tasks.
- Work with the management team to shape the future of this service
- Any other reasonable duties requested by the management team.

Person Specification

Essential

1. Experience of working in a community advice setting.
2. Good team worker.
3. Ability to manage a demanding workload.
4. Good communication skills in writing and verbally.
5. Advocacy skills.
6. Good knowledge of the welfare benefits system.
7. Basic knowledge of debt work.
8. Flexible attitude to work.
9. Understanding and commitment to the aims and principles of Citizens Advice.
10. Able to follow office policies and procedures.
11. Empathy with the target group.
12. Ability to accurately record case records to AQS standards.
13. Proven track record of working successfully with partners to progress the project and the outcomes for clients.

Desirable

14. Completed the Citizens Advice Certificate in Generalist Advice.
15. Experience of working within an Advice Quality Mark or similar setting.