

CHANGING LIVES, MANAGING FUTURES

Early intervention with the problems people face

Supporting improved mental resilience

Improving outcomes



Early Intervention Advice Worker

June 2021

Job pack

Thank you for your interest in working at Citizens Advice Nottinghamshire. 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 Nottinghamshire works

Citizens Advice Nottinghamshire is formed of 6 independent Citizens Advice Local Offices. We are registered charities providing advice services in Nottingham City including Rushcliffe and Gedling, Broxtowe, Mansfield, Newark and Sherwood, Ashfield and Bassetlaw.

Each year we handle thousands of enquiries on a wide range of subjects including debt, housing and homelessness, family problems and employment issues. We are currently offering limited face to face advice with the majority of help being provided by telephone and webchat. We hope to move back to more face to face advice through the year.

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 Nottinghamshire 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 Boards are responsible for setting the strategy and budget for the organisation. Day to day responsibility for the running of the organisation is with each of the 6 Chief Executives together with management teams.

We employ specialists in the fields of money advice, housing and welfare benefits who work in the local community supported by our volunteer advisors.

We have 5 vacancies of 18.5 hours each to expand an existing project which has been successfully running in Broxtowe. National Lottery funding has been secured to enable us to roll out this project across Nottinghamshire for 3 years.

This project works in partnership with Nottinghamshire Mind to enable us to help the most vulnerable with their multiple problems by giving early intervention holistic advice combined with recovery solutions to assist with mental health problems. We are anticipating a high demand as we recover from the current pandemic. The successful candidates will need to demonstrate previously successful partnership working.

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

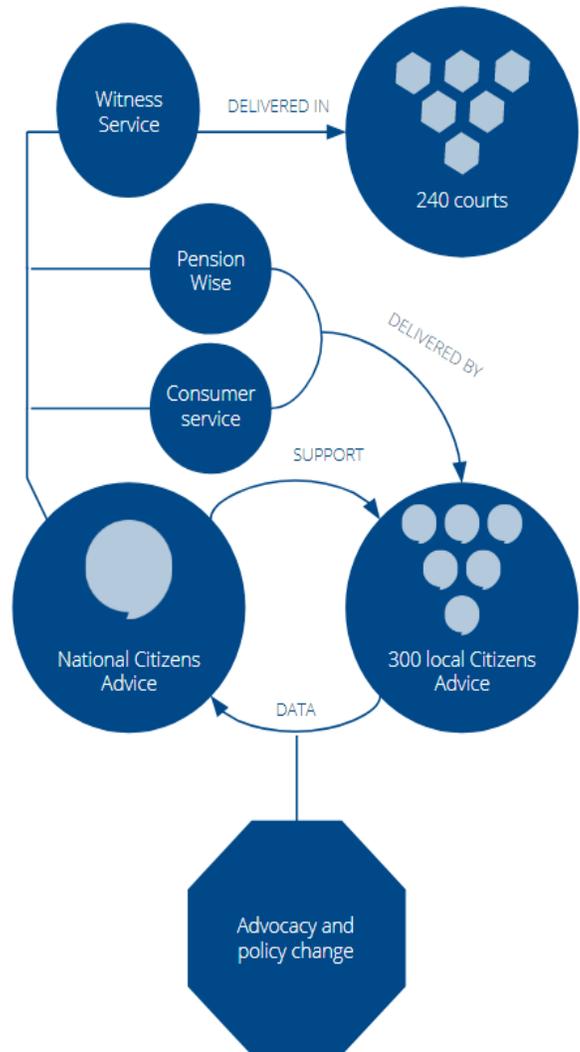
We are a network of members, all independent charities, delivering services from

- 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 June 2021.

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.

Please email your completed application to:-
admin@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.

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



The Role

Job Title	Early Intervention Advice Worker
Responsible to	Chief Executive of each Citizens Advice
Salary	£9,750 per annum (actual) £19,500 pro rata
Hours	18.5 hours per week
Base	5 vacancies of 18.5 hrs each across 5 districts Bassetlaw - based in Worksop Mansfield - based in Mansfield Sherwood & Newark - based either Ollerton or Newark Nottingham and District - based in Nottingham Ashfield - based in Ashfield

We would be willing to discuss a full time post based across more than one district for a suitable candidate.

Fixed term contract until 30 June 2024

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 project and inform our Research and Campaigns work.

MAIN DUTIES AND RESPONSIBILITIES

Advising clients

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

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

Then

2. To make full use of the organisation'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 their 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. Follow the established processes for achieving this, including the completion of an action plan for each participant.

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 and resilience.

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. Provide data to the Evaluation Lead to ensure effective monitoring and evaluation of the project takes place.

3. Attend Advisers Meetings

4. Attend training for the development of the Adviser role
5. Attend community network meetings
6. Work within the aims, principles of Citizens Advice

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 any 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.

Application Form Guidance Notes

Please complete your application and return it preferably by e-mail (as a Word document) no later than the closing date referred to in the advert. If you return your application via e-mail there is no requirement to send a hard copy in the post. You can alternatively post a copy to the address given.

CVs will not be accepted as a substitute for the application form.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity Monitoring

Citizens Advice values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

Information, experience, knowledge, skills and abilities

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly

demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, further details will be provided if you are shortlisted.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a CRB Disclosure, this will be noted in the application pack.