

# Early Intervention Advice Worker 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 at Citizens Advice.

In this pack you'll find:

- Our values
- 4 things you should know about us
- Overview of Citizens Advice and Citizens Advice Broxtowe
- The job description and personal specification
- Terms and conditions
- What we give our staff
- Equity and diversity
- How to apply, the application process and guidance notes

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Sally Bestwick by emailing [sally.bestwick@ca-broxtowe.org.uk](mailto:sally.bestwick@ca-broxtowe.org.uk)

## Our values

**We're inventive.** We're not afraid of trying new things and learning 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.

### Disability Confident Scheme

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy/ies



## 4 things you should know about us

- 1. We're local and we're national.** We have 4 national offices and offer direct support to people in around 250 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.
- 4. We're collaborative.** Citizens Advice in Nottinghamshire work in partnership to deliver a better, more sustainable service for our clients.

# Overview of Citizens Advice

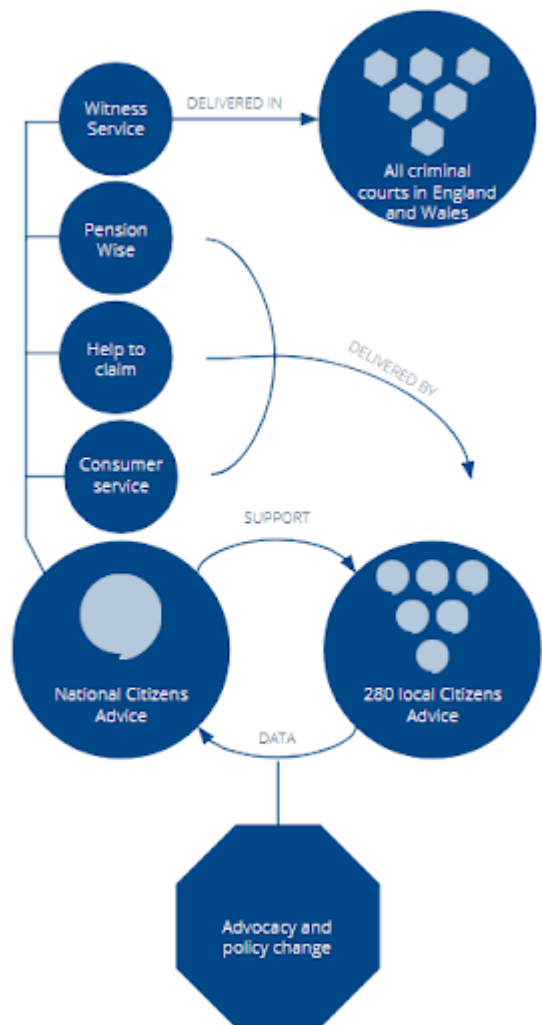
The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members delivering services from

- 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.



# How Citizens Advice Broxtowe works

Citizens Advice Broxtowe is a registered charity providing advice services across Broxtowe (face to face, webchat, email and via telephone). We have offices in Eastwood, Beeston and various outreach locations across Broxtowe.

Each Citizens Advice is an independent charity serving their local area. Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming benefits, employment law and much more.

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 increasing the circulation of money in the local area by helping people claim benefits they are entitled to.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We work in partnership with local service providers in the voluntary and statutory sectors and provide 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. The day to day responsibility for the running of the organisations 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.

This is an opportunity to join a successful, forward thinking local charity and be part of a professional team of both staff and volunteers.

For further information on our organisation please visit [www.citizensadvicebroxtowe.org.uk](http://www.citizensadvicebroxtowe.org.uk)

# The Role

<b>Job Title:</b>	Early Intervention Advice Worker
<b>Reporting to:</b>	Advice Service Manager
<b>Hours:</b>	15 per week
<b>Location:</b>	Our Eastwood office - occasional travel to our Beeston office
<b>Role purpose:</b>	The early intervention project recognises that there are certain clients who might meet challenges when acting upon advice. It aims to address this by providing targeted support in the form of proactive advice and building mental resilience. The project aims to empower clients with the skills to move on independently.
<b>Context of role:</b>	You will provide holistic general advice casework to achieve position outcomes for our clients working with our partners such as Broxtowe Borough Council, Nottinghamshire Mind, Broxtowe Womens' Project and health professionals.
	<ul style="list-style-type: none"> <li>• Help provide an effective and efficient generalist advice service</li> <li>• Identify and work proactively with clients at risk of habitual crisis to ensure sustainable, less stressful lives.</li> <li>• Proactively act as a community navigator helping clients access appropriate community services especially Nottinghamshire Mind.</li> <li>• Collect statistical and qualitative data to support effective evaluation of the pilot and inform our Research and Campaigns work.</li> </ul>
<b>DBS check:</b>	This role does not require a DBS check
<b>Key accountabilities</b>	<b>Key elements/Tasks</b>
Advising clients	<ul style="list-style-type: none"> <li>• To interview clients either in person or by telephone in order to;             <ul style="list-style-type: none"> <li>• find out what issue(s) the client wishes to discuss</li> </ul>             Then           </li> <li>• To make full use of the organisations information resources to:             <ul style="list-style-type: none"> <li>• help the client decide what they want to achieve</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● explore with the client all possibilities for action and their possible effects</li> <li>● help the client assess and choose a course of action which best suits his/her requirements and personal circumstances</li> <li>● Record cases clearly and accurately</li> </ul>
Working proactively	<ul style="list-style-type: none"> <li>● 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.</li> <li>● 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.</li> <li>● Assist with applications to charitable trusts and support the client to access community support services.</li> <li>● Help the organisation to maintain a network of relevant providers.</li> </ul>
Additional Expectations	Identify Research and Campaign issues and take appropriate action
	Attend Advisers Meetings
	Attend training for the development of the Adviser role
	Attend community network and project meetings
	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 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

	<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>1</b>	Experience of working in a community advice setting.	X	
<b>2</b>	Good team worker.	X	
<b>3</b>	Ability to manage a demanding workload.	X	
<b>4</b>	Good communication skills in writing and verbally.	X	
<b>5</b>	Advocacy skills	X	
<b>6</b>	Good knowledge of the welfare benefits system.	X	
<b>7</b>	Flexible attitude to work.	X	
<b>8</b>	Understanding and commitment to the aims and principles of Citizens Advice.	X	
<b>9</b>	Able to follow office policies and procedures.	X	
<b>10</b>	Empathy with the target group.	X	
<b>11</b>	Ability to accurately record case records to quality standards.	X	
<b>12</b>	Track record of working proactively with partners to obtain positive outcomes for clients.	X	
<b>13</b>	Completed the Citizens Advice Certificate in Generalist Advice.		X



14	Experience of working within an Advice Quality Mark or similar setting		X
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## Terms and conditions

Contract – This is a fixed term position for 1 year with the possible continuation subject to funding

Salary – The salary for this post is £23,625 per annum pro rata making the actual salary £9578 per annum. Salary is paid monthly by bank transfer on the 24th of the month

Pension - On appointment the post holder will be automatically enrolled into the workplace pension scheme, unless they opt-out.

Location - The role will be based at our Eastwood and Beeston offices

Hours of work - 15 per week

Probation - There is a period of 6 months for all new entrants. Subject to satisfactory performance the post holder will have their contract status confirmed at the end of their probationary period.

Annual leave - 33 days per annum pro rata (made up of bank holidays, office closure days and annual leave days)

Any offer of employment is subject to

- satisfactory demonstration of the right to work in the UK
- receipt of two satisfactory references
- a satisfactory completion of a standard DBS check (if required)

## What we give our staff

When you join our team you will be given an induction to the organisation and your new role. This will include some mandatory training modules, reading policies and getting to know the people you will be working with. All roles will be provided with a training plan to follow and further training and development opportunities. You will have a named line manager who will support you through supervision, team meetings and annual reviews.

## Equity and Diversity

Citizens Advice Broxtowe values diversity, promotes equity and challenges discrimination. We encourage and welcome applications from suitably skilled people of all backgrounds and are a Disability Confident committed employer.

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 and we are operating a fair and equitable procedure. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Broxtowe. We ask for this information in order to monitor recruitment profiles to identify under-represented groups, identify trends over time, improve recruitment and retention processes, inform the service-wide EDI strategy and report to funders.

This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. We do not ask for your name on the form so only anonymous data is collected and shared for the purposes outlined above.

We will keep this information securely and destroy it after 12 months.

However, if you would prefer not to answer any of the questions we ask, please Select prefer not to say for that question on the Diversity monitoring form.

[Diversity monitoring form](#)

# How to apply, the application process and guidance notes

## Application Form

Please complete your application and return it by email (as a Word document) to [sally.bestwick@ca-broxtowe.org.uk](mailto:sally.bestwick@ca-broxtowe.org.uk) no later than the closing date.

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

If you are unable to make an electronic application, please contact Sally Bestwick [sally.bestwick@ca-broxtowe.org.uk](mailto:sally.bestwick@ca-broxtowe.org.uk) or 01773 719450.

The closing date for completed applications is midnight on Friday 6 October 2023

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

## 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 an 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 Broxtowe does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

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.

### **Information, experience, knowledge, skills and abilities**

This is a key section of the application process 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 the interview.

### **Criminal convictions**

Anyone who applies to work within Citizens Advice Broxtowe 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 Broxtowe – 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. We have an Ex-offenders policy that provides more details if required.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If a DBS check is required for a role this information can be found in the role profile.