

Citizens Advice Peterborough

General Adviser [Shared Vision Project]

Hours: FT 35 hours per week
Salary: £19,380 per annum
Location: Outreach @ community settings across Peterborough
Responsible to: Advice Operations Supervisor
Holidays: 28 days+bank holidays pro rata
Term: Fixed term contract to 31st March 2020

Purpose of Post

Citizens Advice Peterborough are able to offer an opportunity to utilise your key skills to provide valuable information and guidance to local residents at SV outreach locations. This fixed term project funded from the Controlling Migration Fund resources "Shared Vision" which provides trained worker's giving advice at outreach locations in medical centres, libraries & community hubs throughout Peterborough.

The primary aim of Shared Vision is to increase the provision of free face to face general advice, by increasing the number of accredited advisers to provide advice services embedded within deprived communities in the city.

Applicants need to have previous experience of providing general advice to AQS standards and will need to demonstrate: -

- The ability to communicate effectively and sensitively with clients,
- Good written and numerical skills
- Flexibility as to work and location
- Be a confident client focussed self-starter with an organised approach to work.

Delivery will focus on those who find it difficult to access our core service and will be target driven.

Duties

- 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.
- Provide advice to clients covering the full range of debt and welfare benefits and generalist advice areas.
- Ensure income maximisation through the take up of appropriate welfare benefits and assistance with forms
- Provide clients with advice and the tools to improve their money management skills or refer as appropriate to other specialist teams both internal / external.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate
- Ensure that the work conforms to the Advice Quality Standard and that it reflects and supports the Citizens Advice equality and diversity strategy
- Maintain detailed contemporaneous case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to research and campaigns options.

Professional Development

- Be a competent general adviser and update skills through cpd
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications and keep up to date with related issues, available training materials and other resources
- Prepare for and attend supervision sessions / team meetings / staff meetings as appropriate.

Administration

- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure IT information assurance training is completed on an annual basis in line with GDPR
- Ensure that all work conforms to the services systems and procedures.
- Provide statistical data on the number of clients and nature of cases.

Other Duties

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies
- Establish and maintain effective and efficient administration systems for the delivery of the role
- Use IT for statistical recording, record keeping and document production
- Carry out administrative tasks related to the job
- Participate fully in the life of the charity, attending meetings, internal planning events etc. as agreed with line manager
- Support other work as required (e.g. providing referrals for specialist advice appointments where appropriate)
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Carry out any other appropriate tasks requested by the line manager, to ensure the effective delivery and development of the service.

PERSON SPECIFICATION – General Advisor – “Shared Vision”

| Criteria | | |
|-----------------------|----|--|
| Training & Experience | 1 | Demonstrate competency as an adviser and hold the Citizens Advice Generalist Adviser Certificate |
| | 2 | Demonstrate how you will work effectively without direct on-site supervision at outreach locations |
| | 3 | Have recent experience of working directly with the general public in a paid or voluntary capacity. |
| Skills and Knowledge | 4 | Ability to meet targets including monitoring outcomes |
| | 5 | Ability to promote Citizens Advice Peterborough & the hub and spoke service |
| | 6 | Ability to sensitively empower and engage with a wide range of people including those for whom English may not be a first language |
| | 7 | Knowledge and understanding of the personal finance issues that affect people at risk of homelessness. |
| | 8 | A self-starter, highly motivated, target driven, able to prioritise & organise a diverse workload. |
| Personal Attributes | 9 | Ability and willingness to work both on own initiative and as part of a team especially when working "off-site". |
| | 10 | Excellent interpersonal skills, including the ability to relate and work with a large variety of different people. |
| | 11 | Understanding & commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies. |
| Other | 12 | Ability to use IT applications to record statistics, produce documents and keep accurate project data |
| | 13 | Willingness to work flexibly and to travel throughout Peterborough as required. |
| | 14 | Ability to drive and access to a motor vehicle to attend outreach locations. |