

**Community Adviser**

Job pack

Thanks for your interest in working at Citizens Advice Mid Suffolk. 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 Mid Suffolk
* The role profile and personal specification
* Terms and conditions
* What we give our staff

|  |
| --- |
| **Want to chat about this role?**  If you want to chat about the role further, you can contact Simon Clifton by emailing [manager@midsuffolkcab.org.uk](mailto:manager@midsuffolkcab.org.uk) or calling 01449 742473 |

|  |
| --- |
| **https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE 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. |
| |  |  | | --- | --- | | **https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP** | **3 things you should know about us** |   **1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in around 300 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 Mid Suffolk works**

Citizens Advice Mid Suffolk is a charity based in Stowmarket since 1981, which provides free, independent, confidential and impartial advice and information to the workers and residents of Mid Suffolk. We are members of the national Citizens Advice network.

We have a small team of paid staff supported by volunteers drawn from the local community.

**Organisational Aims & Principles**

We have dual aims:

To offer the residents and workers of Mid Suffolk a free, confidential and impartial advice and information service about their legal rights and responsibilities. We call this our **advice work**

And equally:

To use the experiences of our clients to highlight evidence of unfair rules and decisions, and to help influence local and national services and social policy. We call this our **policy work.**

We value diversity, promote equality and challenge discrimination.

  **Overview of Citizens Advice**

|  |  |
| --- | --- |
| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.  This role sits our network of 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. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

**The role**



**Community Adviser**

This role is offered on a 12-month fixed term contract

6 hours per week

Friday working day

£20,105 pro-rata (£3,217 actual)

25 days annual holiday plus 8 BH pro-rata

Place of work: Eye Suffolk

Possession of a full driving licence and use of a car, or otherwise able to fulfill the travel requirement

Willingness and ability to undertake occasional and out of hours engagement in the community

This exciting new role will be based within a rural community at Eye in Mid Suffolk. The role requires a fully trained generalist adviser. You will be responsible for enabling people within the community to access advice. The project plan requires you deliver face-to-face advice appointments within an outreach setting every Friday. Reporting to the Advice Services Manager, you will be able to work with minimal supervision. You will also be responsible for promoting the outreach to ensure that take up of the service is maximised by local residents. The role will also involve engagement with key stakeholders within the local community who want to support the delivery of a successful advice service to develop the project plan to best meet community needs.

  **Role profile**

**Advice giving**

* 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.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
* Ensure that all work conforms to the organisation’s office manual and the Advice Quality standard and other funding requirements, as appropriate.
* Ensure that work reflects and supports the Citizens Advice service’s equality and diversity strategy.
* Maintain detailed 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 as appropriate.
* Alert clients to research and campaign options.
* Professional Development
* Keep up to date with legislation, policies and procedures and undertake appropriate training.

**Community engagement**

* Engage with stakeholders and the wider community to gather information about how the project can best be developed to meet community needs
* Use social media and traditional media to raise awareness of how people in the community can access advice
* Developing the project plan with internal and external stakeholders so that services are delivered in the best way that best meets community needs

**Administration**

* Attend relevant internal and external meetings as agreed with line manager.
* Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
* Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and documentation.
* Ensure all work conforms to the organisation’s systems and procedures.

**Other**

* Complete required training to comply with quality assurance processes.
* Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.

  **Person specification**

**Essential Criteria**

* Fully trained Generalist Adviser with a proven track record within a local Citizens Advice office or similar organisation.
* Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
* Proven understanding of equality and diversity and its application to the provision of advice.
* Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
* Understanding of the issues affecting society and their implications for the client and service provision.
* Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
* Ability to understand statistics and check accuracy of calculations.
* Capacity to be open to change and adapt ways of working to meet client needs.
* Due to location of the outreach advice service, possession of a full driving licence and use of a car, or otherwise able to fulfill the travel requirement.

**Desirable Criteria**

* Marketing and PR experience.

**DBS**

In accordance with Citizens Advice national policy we will may the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.