

**Generalist Adviser**

Job pack

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

In this pack you’ll find:

* How Citizens Advice Swindon works
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**If you want to chat about the role further, you can contact Claire Salvage, Advice Service Manager by emailing Claire.salvage@caswindon.org.uk**Closing date for applications: Wednesday 23rd August 2023** **Interview date: Friday 1st or Monday 4th September 2023** |

As a member of the Citizens Advice service, Citizens Advice Swindon (CAS) provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

**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 us**

**We’re local**

We have offices in Swindon and deliver outreach sessions for clients across the borough. Last year, we supported over 8,500 clients with more than 27,000 issues, including Welfare Benefits, Money Advice, Energy, Housing and Immigration.

**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.

**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.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

**What’s it like at Citizens Advice Swindon?**

We operate a multi-channel service offering advice over the phone, by email and face to face. Based in Sanford House in Swindon; a voluntary sector hub that includes Livewell Swindon, Swindon Mind, Swindon Carers Centre, Healthwatch Swindon, Swindon Advocacy Movement, Wiltshire Law Centre and more.

Our current staff team is made up of 28 paid staff and 50 volunteers.

We work in a blended way with a mix of home and office working depending on the requirements of the role. We care about our employees' mental wellbeing and want to ensure everyone can achieve a healthy, happy work-life balance. We are committed to developing our staff and we work with our staff to support them with their personal and career development.

We have a commitment to a culture of learning and working together to problem solve and share learning experiences.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people’s lives.

You will be joining a dedicated, and talented team of people who are deeply passionate helping individuals and communities, and delivering services which improve people’s lives.

  **The role**

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| **Role** | Generalist Adviser (Trainee role considered) |
| **Salary** | £23,023 - £24,981 (depending on experience)Trainee salary £22,000 |
| **Hours** | 37 hours per week  |
| **Location** | Swindon  |
| **Contract** | Initially a 1-year fixed term contract (extension dependant on funding and performance |
| **Reporting to** | Advice Service Manager |

This role is part of our front-line advice team responding to client enquiries. It’s a busy role dealing with a full range of issues from debt and benefits to housing and immigration. You may be tackling fuel poverty, making referrals to foodbank, identifying unclaimed benefits or carrying out initial debt assessments. In short you will be making a real difference to people’s lives every day.

The right candidate will be given scope and training to specialise in debt, energy or benefits casework depending on the needs of the service. This may lead to professional progression within the service.

  **Role profile**

**Advice giving**

* Triage clients to find out what support they need and identify the best way to help them.
* Deliver advice and information through face-to-face appointments, telephone and email.
* 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 Citizens Advice resources to find, interpret and communicate the relevant information to clients
* Complete benefits checks and debt assessments (DATs) when appropriate
* Motivate clients to take positive steps to resolve the problems they face
* Research and explore options and implications so that clients can make informed decisions.
* Act for the client where necessary using appropriate communication skills and channels.
* Complete benefits forms and charitable grant applications to a high standard on behalf of the client
* Refer internally or to other specialist agencies as appropriate.
* Ensure that all work meets quality standards and the requirements of the funder
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Complete required training to comply with quality assurance processes

**Research and campaigns**

* Support our research and campaigns work through various channels including case studies, data collection and client consent

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training
* Attend relevant internal and external meetings as agreed with the line manager

**Administration**

* Ensure that all work conforms to Citizens Advice Swindon systems and procedures

**Other duties and responsibilities**

* Carry out administrative tasks and any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
* Demonstrate commitment to the aims and policies of Citizens Advice
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

  **Person specification**

1. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients.
2. Ability to progress a client’s situation and demonstrate problem solving skills.
3. A ‘can do’ attitude with the ability to adapt to changing situations
4. Demonstrate a positive mindset and motivational skills
5. Ability to work to set targets and manage your time accordingly
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
7. An awareness of the social issues which cause disadvantage and inequality
8. Ability to monitor and maintain own standards for advice provision and quality assurance
9. Competent use of IT and digital skills, with the ability to work independently using a range of applications
10. Ability and willingness to work as part of a team
11. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
12. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service

**Desirable**

1. Experience of advising and have a demonstrable knowledge on generalist

advice issues on Welfare Benefits, Debt, Housing and Employment

1. Certificate in Generalist Advice Work or equivalent qualification.

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

**  What we give our staff**

* 25 days paid holiday per year plus Bank Holidays pro rata, and a discretionary 3 additional days between Christmas and New Year
* 5% employers contribution to workplace pension scheme with 3% employees contribution
* A commitment to Continued Professional Development and payment of membership fees to professional bodies where this will enhance your work
* Access to Citizens Advice national training programme
* Opportunity to work as part of a national network of Citizens Advice offices
* Employee Assistance Programme including 24hr helpline support and legal advice
* Mental Health and Wellbeing Support from Togetherall
* Perks and savings via our partnership with Lifeworks these include savings on cinema tickets, giftcards and cashback on some purchases