

**Adviser (phone and webchat).**

Job pack

Thanks for your interest in working at Citizens Advice Redbridge. 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 Redbridge
* 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 further information about the role , email recruitment@citizensadviceredbridge.org.uk |

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| **Our values**  Citizens Advice Redbridge is proud to be a member of the Citizens Advice network and shares its vision, aims and values.  **We’ll be a collaborative, inventive and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.**  In addition, we believe in two key values, specific to Redbridge:  **Empowerment**: we believe that everyone has the right to make decisions and use their own resources to act. We will do everything we can to empower our clients to resolve their own problems, empower our staff and volunteers to take responsibility for their work areas, and empower our partners and stakeholders to help us meet advice demand in Redbridge.  **Accessibility**: we believe that accessibility is key to resolving the key issues in Redbridge. We will do everything we can to make our services accessible by providing information about our opening hours and access routes in the right way in the right places, by providing advice in places that are close to people in need, by opening at times that suit our clients, and by using technology better to provide advice. |
| |  |  | | --- | --- | |  | **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 Redbridge Citizens Advice works**

Citizens Advice Redbridge (CAR) was set up in 1939 and has a long and successful history of providing advice to the residents of Redbridge and campaigning on the issues that affect them.

In 2018, Citizens Advice Redbridge moved from a **delivery model** based on client drop-in to a model which is appointment based and offers telephone advice as the default option. As this plan is developed, we know that the implementation of our delivery model has some way to go before it can deliver the smooth journey that we want for our clients.

Our advice line is currently open to **callers** on Tuesdays. Once clients call they are either directed to online information, provided with telephone advice or an appointment for face-to-face advice is made for them. Clients are seen for short appointments on Mondays, and for longer casework on Thursdays. On other days, working with **partner agencies**, we offer specialist advice for debt (Mary Ward Legal Centre), housing law (Edwards Duthie solicitors), family law (Harris Waters solicitors), immigration law (Courtland solicitors) and Pension Wise (Waltham Forest Citizens Advice).

These services are delivered from our new base in the Central Library where we have access to two client interview rooms. We also have access to **premises** in South Woodford, a standalone building adjacent to the library. These premises will offer additional interview rooms and a base for telephone advice in the near future.

CAR has a successful track record of delivering **outreach services**. We deliver services to cancer patients in Queen’s and King George’s hospitals, in a growing number of GP practices and to council tenants in local authority premises (Orchard Housing Office and Lynton House).

We deliver our services with the help of 14 **paid staff**. Most of our paid staff provide advice services. Our staff team is supported by approximately 40 dedicated **volunteers** who provide administration and reception services, assess advice needs and provide advice, mainly during our general advice sessions.

 **Overview of Citizens Advice**

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| 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. |  |

 **The role**

Citizens Advice delivers a service called “Universal Support: Help to Claim” which offers end-to-end support to help people make a new Universal Credit claim and be ready for when their first payment arrives.

We are looking for an adviser with good phone and IT skills to support clients by phone and webchat to make and complete their new Universal Credit claim, as well as a commitment to the aims and principles of the Citizens Advice Service.

You’ll have the ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of interviews by phone or webchat..

 **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 Citizens Advice resources to find, interpret and communicate the relevant information to clients

Complete benefits checks when appropriate

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.

Refer internally or to other specialist agencies as appropriate.

Ensure that all work meets quality standards and the requirements of the funder

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.

Work mainly from home but in outreach settings within Redbridge as required.

Complete the 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

Read relevant publications

Attend relevant internal and external meetings as agreed with the line manager

Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

**Administration**

Use of telephony and IT equipment for multichannel delivery of advice services

Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis

Ensure that all work conforms to your organisation’s systems and procedures

**Other duties and responsibilities**

Carry out 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**

**Essential**

Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them

Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

Ability to use telephony and IT systems to deliver services across multiple channels for example webchat and telephone

Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production

Good IT knowledge with an ability to support clients with their online claim application

Ability and willingness to work as part of a team

A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics

Ability to work in outreach settings with an understanding of information assurance and safety in those settings

Ability to develop and maintain positive working relationships with external stakeholders

Ability to commit to and work with the aims, principles and policies of the Citizens Advice service

A good up to date understanding of equality and diversity and its application to the provision of advice

Ability to monitor and maintain standards for advice provision and quality assurance

**Desirable**

Knowledge of the benefits systems including Universal Credit

Ability to carry out accurate benefit check calculations

Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

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.

 **Terms and conditions**

The post is initially for a period of 10 months (to 31 March 2022). This will be extended if funding allows.

Hours of work are flexible between 8am and 6 pm with core hours of 10 to 4. The position is full time. Working hours for a full-time post are 35.

Currently, we offer 33 days paid holidays (including statutory holidays).

Pension contribution of 3% is also offered, with an expectation that the post holder contributes 5%.

The role will be mainly home based initially.