



Adviceline Adviser (Kickstart programme)

Job pack

Thanks for your interest in working at Citizens Advice Cheshire West. 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 Cheshire West.

In this pack you'll find:

- Our organisation
- Our values
- Information about the role
- The job description and person specification

3 things you should know about the **Citizens Advice** service:

1. We're local and we're national.

We have 6 national offices and offer direct support to people in over 290 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.

WHO ARE WE?

- We are a locally focused charity and the largest independent advice agency in Cheshire West and Chester.
- We are located in various access points across the district and offer information, advice and assistance on most aspects of social welfare law in person and through telephone, email and web chat.
- In 2019/20, we helped around 16,000 people from across the areas we serve.

WHAT WE DO

- We provide free, impartial advice and information on a range of issues including employment, benefits, housing and debt.
- We offer a comprehensive service of information, advice, advocacy and representation.
- We work actively for change in the policies and practices of organisations that impact on lives.

THE DIFFERENCE WE MAKE

- 70% of the people we help say they feel less stressed and 46% say their physical health improved.
- 57% of people with existing health conditions who require additional support from health services said they were better able to manage their condition after coming to us.
- Four out of every five people we work with said that our advice helped improve their lives.

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Job description

Team overview

The Front Line Advice team is responsible for the delivery of general advice via face to face, telephone, email and web chat across the Cheshire West & Chester district.

Reporting to Team Leader Supervisor

Location

Based at home, may be required to travel and work within the Cheshire West and Chester area on occasion.

Hours 25 hours per week, 6 months fixed term contract

Salary £10.41 per hour

Role summary

- To answer incoming calls, emails and web chat
- To provide help and advice on a wide range of issues including debt, benefits, housing and employment issues, using the information resources available.
- Refer clients to other services if necessary.
- Assess the client's capability to carry out any next steps needed.

This role is working from home. It will suit someone who wants to be responsible for their own workflow, working within a friendly and supportive team and has a genuine interest in supporting and helping people in their community.

Training

All training required for the role will be provided. This includes:

- Citizens Advice Advisor training
- General Data Protection Regulation
- Discrimination awareness

- Equality, Diversity & Inclusion
- Casebook instruction and training

Main responsibilities

Service delivery

- Interview clients by telephone using sensitive listening & questioning skills in order to allow clients to explain their issues(s).
- Identify key information including time limits, key dates and requirements for urgent advice or action using the resources available.
- Research and discuss options and implications so that clients can make informed decisions.
- Refer clients appropriately (both internally and externally) to help clients, following the correct procedures.
- Identify any discrimination issues and be aware of internal procedures for dealing with actual and potential discrimination issues.
- Ensure that all work conforms to organisations policies and procedures and the Advice Quality standard.
- Ensure that work reflects and supports the Citizens Advice and Citizens Advice Cheshire West equality and diversity strategy.

Information technology

- Ensure up to date knowledge of G Suite and Casebook.
- Effectively use Citizens Advice resources to provide accurate and up to date information and advice to clients.

Team development

- Work cooperatively with colleagues and maintain good teamwork, clear lines of communication and common practices within the team.

Meetings

- Attend all meetings as and when required of your role.
- Keep in daily contact with your line manager and colleagues.
- Attend and contribute effectively to regular Support Meetings with your line manager.

Administration

- Ensure GDPR compliant case notes are recorded on an electronic case recording system (Casebook) and reflect the information received from the client and the advice given.
- Ensure all statistical reporting is completed effectively.
- Keep up to date with all Citizens Advice Cheshire West policies and procedures.
- Ensure the correct procedures are used and recorded for signposting and client referrals.

Personal development

- Ensure all mandatory training is completed on time.
- Identify and implement plans for own training and development needs.
- Maintain personal training and development record.

Other

- Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

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Person specification

Essential criteria	
1	Demonstrable experience in a customer/client facing role
2	Proven experience of working independently
3	Must have empathy and an understanding of the needs of the local community
4	Proven ability to reliably and effectively work to a time schedule
5	Excellent IT skills
6	Proven ability to plan, prioritise and organise workload
7	Ability to recognise one's own limitations and know when to ask for help

Our values

We're respectful. We treat others as we would wish to be treated ourselves.

We're helpful. We work cooperatively.

We're effective. We seek to secure the best-possible outcomes.