



Cheshire
West

Community Adviser

Job description

Team overview	Community Advice	
Reporting to	Kate Francis, Business Development & Relationships Manager	
Location	Winsford Mind office /hybrid	Significant travel required
Hours	14 hrs per week (2 days to be agreed)	
Salary	£28,000 FTE pro rata	
Contract	12 month fixed term	
Role purpose	<p>This project will be working closely with Mind and our Disability Rights Adviser providing general advice for clients struggling with their mental health</p> <p>Working alongside Mind staff as part of an integrated, holistic support model the project will provide embedded Citizens Advice support within the Mind Hub in Winsford delivering face-to-face advice through drop-ins, pre-booked appointments, and occasional home visits in the local community.</p>	
Main responsibilities	Key tasks	
Project Development	<ul style="list-style-type: none">• Lead on the development of the Project in Winsford• Develop sustainable and effective working relationships with Mind staff and volunteers• Collate data for quarterly project reports	
Service delivery	<ul style="list-style-type: none">• Offer information and advice on a wide range of issues, including:	

	<p>Welfare benefits</p> <p>Debt</p> <p>Housing</p> <p>Employment rights</p> <p>Family and relationship issues</p> <p>Energy costs and consumer matters</p> <ul style="list-style-type: none"> ● Issue food bank vouchers and support income maximisation for clients. ● Refer clients to specialist Citizens Advice teams for complex needs (e.g., PIP reconsiderations, debt solutions, specialist energy advice). ● Maintain a consistent presence within the Mind Hub to ensure easy, stigma-free access to support. ● Work collaboratively with Mind staff to identify clients with advice needs and facilitate smooth referrals between services. ● Support clients who may find traditional drop-in settings (e.g., local authority buildings) intimidating or inaccessible. ● Contribute to a seamless, holistic service that reduces the need for clients to repeat their story or navigate multiple agencies. ● Participate in joint communication, supervision, and training between Citizens Advice and Mind to maintain effective partnership working. ● Support promotion of the service through Mind's referral pathways, peer support groups, wellbeing programmes, and Citizens Advice channels.
Performance and evaluation	<ul style="list-style-type: none"> ● Collate data for project reports relating to effectiveness of project using wellbeing surveys ● Contribute to quarterly project reports ● Ensure casenotes and case work meets the quality standards expected of a caseworker
Information technology	<ul style="list-style-type: none"> ● Ensure up to date knowledge of internal systems including but not limited to GSuite, Casebook, Citizens Advice electronic information system. ● Effectively use Citizens Advice resources to provide

	<p>accurate and up to date information and advice to clients.</p> <ul style="list-style-type: none"> • Maintain case records when necessary or required for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. • Use a range of IT in the provision of general advice, including but not limited to: webchat, email and telephone.
Team development	<ul style="list-style-type: none"> • Work cooperatively with colleagues and maintain good teamwork, clear lines of communication and common practices within the CACW team.
Meetings	<ul style="list-style-type: none"> • 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. • Attend staff meetings and internal/external forums and meetings.
Administration	<ul style="list-style-type: none"> • 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 data 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. • Be self-administering and undertake general administration tasks e.g. taking messages; photocopying, collating, filing; processing post etc.
Personal development	<ul style="list-style-type: none"> • Ensure all mandatory training is completed on time using the Development time allowed. • Identify and implement plans for own training and development needs. • Maintain personal training and development record.
Other	<ul style="list-style-type: none"> • Promote and work within the aims, policies, membership requirements and equal opportunities policies of the

	<p>Citizens Advice service.</p> <ul style="list-style-type: none"> Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.</p> <p>Citizens Advice Cheshire West is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

Person specification

Essential criteria
<p>1. Experience and Knowledge in Social Welfare</p> <ul style="list-style-type: none"> Proven experience delivering social welfare advice.
<p>2. Strong Communication and Interpersonal Skills</p> <ul style="list-style-type: none"> Ability to communicate complex information clearly and sensitively to clients, professionals, and partner organisations.
<p>3. Empathy and Client-Centred Approach</p> <ul style="list-style-type: none"> Demonstrable compassionate, non-judgmental, and supportive manner when working with clients facing barriers due to mental health issues.
<p>4. Organisational and Self-Management Abilities</p> <ul style="list-style-type: none"> Excellent time management, able to prioritise a demanding workload while working independently across multiple locations.
Desirable criteria

- Experience working or volunteering within Citizens Advice or a similar third sector advice agency
- Experience supporting people struggling with their mental health in a professional/work capacity
- Hold a current valid driving licence and have access to own transport

