

Outreach Adviser(s)

We are looking to recruit highly motivated individuals to join our Generalist Advice Team. You will have recent and relevant experience as a Generalist Adviser with the ability to cover a wide range of issues such as benefits, debt, housing, employment, family and immigration. You will also provide generalist casework as and when required. You will provide covid-safe face-to-face generalist advice in outreach locations across North Somerset working closely with our community based partners and supporting our volunteer advisers who will be supervised remotely. You will also be required to support our multi-channel generalist advice services (telephone and digital).

The successful candidate(s) will have generalist advice experience in a Citizens Advice or equivalent setting and will need to have good communication skills and a commitment to delivering a high quality service. Generalist Advice training will be available for the right candidates. Ability to travel between locations in North Somerset is essential.

Locations: Community locations across North Somerset
Hours: Up to 37.5 hours per week with an opportunity for job share
Contract: Permanent
Salary: £21,431 rising to £23,438 depending upon experience

Citizens Advice North Somerset (CANS) is an established and well regarded local independent charity who provide free, impartial and confidential advice. We undertake research & campaign work to influence policy makers and to effect change. We work in partnership with the Local Authority, The Legal Aid Agency, Macmillan Cancer Support, The Money Advice Service, Wessex Water and many more local and national partners to deliver our advice services to over 7,000 clients living and working in North Somerset.

The application pack is available on our website: www.nscab.org.uk. For an informal conversation about the role please email katherine.hutton@nscab.org.uk or call 01934 836204.

Closing date: 15th August 2021

Interviews will take place during the week of the 23rd August 2021

Completed applications to be emailed to hr@nscab.org.uk