

## Outreach Adviser Job description & Personal Specification

**Reporting to:** Advice Services Manager (Generalist Service)

**Purpose of role:** To deliver multi-channel advice (telephone, digital and face to face) to North Somerset residents on a wide range of issues such as benefits, debt, housing, employment, family and immigration in our outreach locations across North Somerset. You may also be required to take on some casework that falls within the scope of generalist advice.

**About Citizens Advice North Somerset:** We provide a range of advice services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim to improve the health and wellbeing of everyone living or working in North Somerset who needs our help and support, by providing accessible, effective and tailored information and advice that is free, independent, confidential and impartial.

We believe that our common humanity makes us equal in worth, dignity and rights. We value diversity, promote equality and challenge discrimination.

### Main duties and Responsibilities

#### 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 the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- 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.
- Mentor and participate in the training of our trainee advisers.
- Provide peer support to volunteer advisers during advice sessions either on the phone or face to face.
- Undertake caseworker when required on generalist advice cases.
- Keep technical knowledge up to date
- Ensure all relevant policies and procedures are followed.

#### Other duties and responsibilities

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed.
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
- Maintain relationships with our funded outreach locations.

#### Training and development

- Complete required training to comply with requirement of the role and quality assurance processes.
- In conjunction with your line manager identify own training needs.

#### Research & Campaigns and monitoring

- Assist with Research & Campaigns work by providing information about clients' circumstances through the appropriate channel.
- Keep up to date with research and campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Alert clients to research and campaign options.
- Participate in generalist advice related campaigns where appropriate.

#### Person specification

		Essential	Desirable
1.	Ability to deliver a person-centred service with proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and	✓	

	empower clients, whilst maintaining structure and control of meetings.		
2.	Recent knowledge and experience of social welfare advice and the ability to meet Citizens Advice competence requirements (with appropriate training if necessary) for a Generalist Adviser.	✓	
3.	Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.	✓	
4.	Ability to use a variety of IT/digital systems and packages.	✓	
5.	Ability to understand statistics and check accuracy of calculations.		
6.	Commitment to working as part of a team and helping to develop the Generalist Service. Ability to prioritise own work and the work of others, meet deadlines, maintain standards and take decisions in the day to day running of a busy service.	✓	
7.	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	✓	
8.	Ability to work with a variety of organisations and to earn and maintain the trust and respect of those people with whom the organisation deals	✓	
9.	Proven understanding of equality and diversity and its application to the provision of advice.	✓	
10.	Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme	✓	
11.	Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies.	✓	
12.	Commitment to continuing professional development	✓	
13.	Clean driving licence and access to transport to travel between locations.		✓

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.