



Rural Cambs

CARC Adviser (Wisbech)

Thanks for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role, profile and personal specification
- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Rural Cambs
- What we give our staff



Terms

Project: Wisbech Foodbank (funded by Trussell Trust)

Location: The post holder will work from CARC offices, and from the Wisbech Foodbank.

Hours: 22.5 hours per week. Normal working hours TBC but a flexible approach may be required.

Hourly Rate: £11.66 - £13.95 depending on experience

Type of contract: 1 Year Fixed term contract with a view to being continued subject to funding

Responsible to: Deputy Chief Officer

Responsible for: CARC Buddy (Wisbech)



The role

- Under this project the Adviser will work directly with Wisbech foodbank to tackle underlying causes of poverty by providing advice, casework and budgeting support for people with complex issues who are accessing their foodbank.
- Our adviser will provide intensive support, and make a real difference to the lives of people accessing foodbanks – successfully reducing their need for foodbank support and developing resilience in their lives.
- To be able to engage effectively with the clients, multi-lingual skills will be required for this role – including Lithuanian, Latvian and/or Russian.
- In addition, a strong working relationship with the CARC Buddy will ensure all clients are supported in the most appropriate way.
- This post-holder will support foodbank volunteers to identify issues, and enable them to provide effective referrals to our Foodbank team.



Role profile

Role Purpose to:

- Provide high quality advice, support, mentoring and casework with a particular focus on welfare benefits, housing issues, debt, income maximisation and budgeting support for clients referred by the foodbank.
- Support people to identify their goals around money, work and online capabilities; developing their skills and confidence around these issues and enabling people to make progress towards training and employment.
- Monitor project progress, produce project reports and liaise with the funder working closely with CARC's Senior Leadership Team and the CARC Foodbank Buddy.
- Developing strong working partnerships between CARC and the foodbank and other external agencies.

Advice and casework

- Ensure that all casework conforms to Quality standards.
- Maintain case records (on Casebook) for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to CARC's systems and procedures.

Creative thinking:

- Be innovative and creative and adopt lateral thinking.
- Offer a tenacious and solution focussed approach to sourcing the relevant evidence, offering positive reassurance to clients when required.

Developing others:

- Use all available resources to enable others to achieve their full potential.
- Empower others with relevant and appropriate knowledge and skills.
- Encourage others to apply new things they have learned.

Project Management & Impact Measurement

- Gather statistics and feedback in order to monitor and evaluate the service, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes and providing reports as required to the funders and partners, including providing evidence to support the potential future sustainability of the role.
- Cambridgeshire County Council will be a lead contributor of the evaluation process.
- Gather and provide as necessary information about clients' circumstances, case studies and statistical information on the number of clients and nature of cases where there is an issue helping to identify trends. Identifying local and national emerging issues to raise awareness, set out new ideas to improve policy and delivery for all and lobby for change.

Professional development

- Keep up to date with legislation, case law, policies and procedures and undertake appropriate training to effectively support clients.

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 the CA and the foodbank service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Essential Criteria

1. The ability to commit to, and work within, the aims, principles and policies of the foodbank service and CARC.
2. Recognised advice qualification/significant experience. Understanding of what a high-quality advice service is with knowledge, experience and demonstrable ability to provide high quality advice and casework.
3. Excellent communication and people skills, including the ability to make people experiencing multiple difficulties and high levels of stress feel safe and listened to.
4. Multi-lingual skills – including Lithuanian, Latvian and/or Russian
5. Experience in benefits/financial skills/debt and working with people dealing with poverty and crisis.
6. Ability to prioritise own work, meet deadlines and manage caseload.
7. Ability to use IT in the provision of advice and the preparation of reports and submissions.
8. Ability and willingness to work as part of a multi organisational team.
9. Commitment to continued professional development.
10. Understanding of the need to monitor the experience of clients, and the difference our services make.
11. Ability to be flexible in adapting to different work contexts.
12. Whilst the post is based at our Wisbech Office and the Wisbech Foodbank, the applicant should have the ability to travel between CARC offices, if/when required.

Desirable Criteria

13. Experience of project management, monitoring and reporting to a funder.
14. Experience of working with volunteers.
15. Understanding of poverty's causes and effects.

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.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members (local charities).

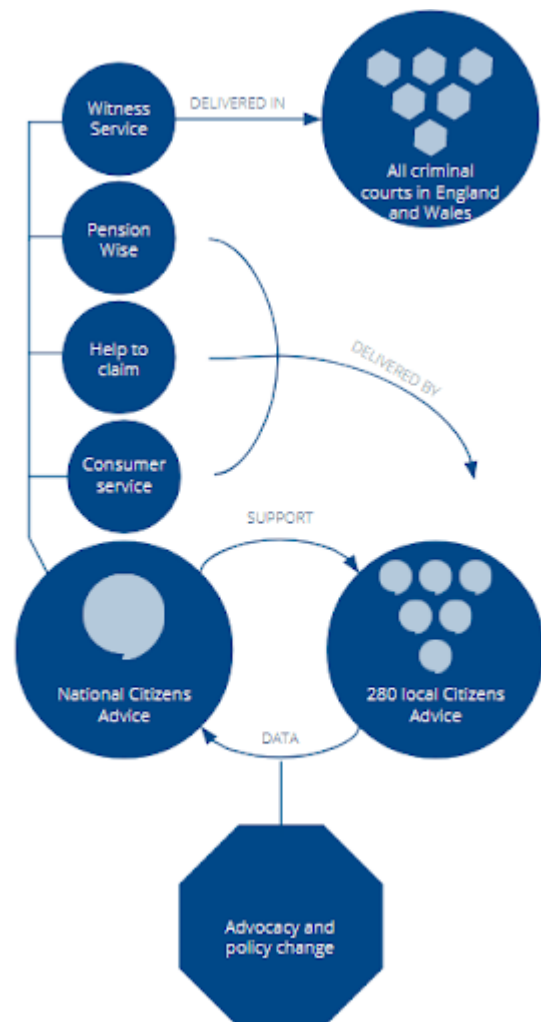
Our network of independent local Citizens Advice members, deliver services from

- 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.



How Citizens Advice Rural Cambs works

Citizens Advice Rural Cambs is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice.

Our aim is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service



Valuing inclusion

Our staff and volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, neurodiverse, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.