



# Generalist Adviser

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:

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

## 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).

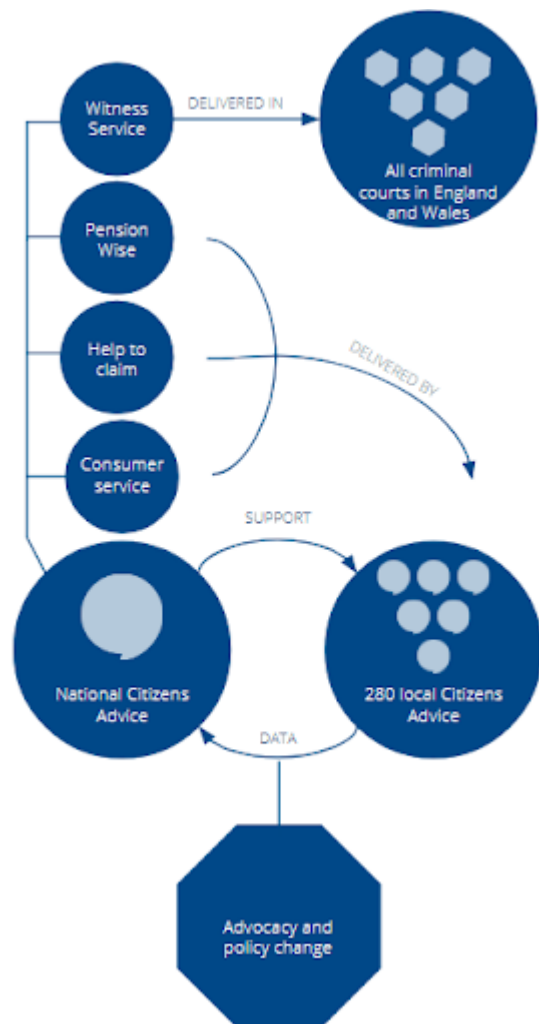
Our network of independent local Citizens Advice members, deliver services from

- 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.



## The role

- Provide information and advice to members of the public on the phone, web chat and email, together with providing a face-to-face service, as required.
- Advise on a wide range of issues such as benefits, debt, housing, employment, family and immigration
- Ensure that tasks completed meet the required Citizens Advice quality criteria
- Find information about the clients' problems and help them to understand their options
- Support clients to take action to resolve their problems. This might include drafting or writing letters, making phone calls, or referring the client to another organisation
- Write a comprehensive and accurate record of the clients' problems and what action you've taken
- Look out for problems' that are common, or are unfair, and write a short report about the problem or a letter to an elected official like an MP or local councillor



## Role profile

### 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 / 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.

## **Research and Campaigns**

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

## **Administration**

- Attend relevant internal and external meetings as agreed with line manager.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.

## **Other**

- Complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



# Person specification

## Essential Criteria

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Proven understanding of equality and diversity and its application to the provision of advice.
3. 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.
4. Proven ability to work with/support vulnerable clients with complex needs.
5. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
6. Understanding of the issues affecting society and their implications for the client and service provision.
7. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing. Ability to relay information in a clear and concise manner to others.
8. Proven ability to use IT applications to record and understand statistics, and check accuracy of calculations.
9. Be friendly and approachable
10. Be non-judgmental and respect views, values and cultures that are different to your own
11. Be willing to undertake training in your role

## Desirable Criteria

12. Citizens Advice generalist adviser qualification/experience

In accordance with Citizens Advice national policy the successful candidate may need 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.



## Terms and conditions

**Location:** CARC Digital Contact Centre, Eastfield House, Huntingdon and also providing face-to-face delivery throughout Fenland and Huntingdonshire, as required.

**Hours:** 21.5 hours per week

**Hourly Rate:** £10.71 —£13.08 depending on experience

**Type of contract:** Permanent



## 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, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.