



Bedworth, Rugby and Nuneaton

OUTREACH ADVISOR

Job pack

Thanks for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB)
- Overview of the project
- The role profile and person specification
- Outline terms and conditions

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 279 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 the Citizens Advice service

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

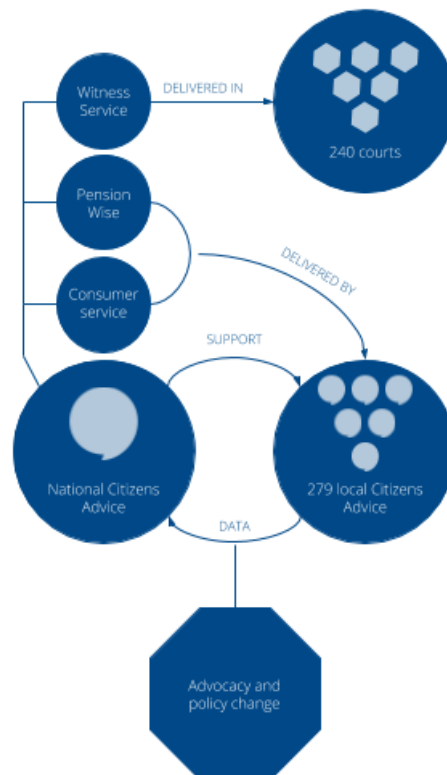
This role sits within our network of independent charities, delivering services from

- 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.





Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB)

BRANCAB delivers services to the populations of Bedworth, Rugby and Nuneaton which in 2020 have been estimated at approximately 240,000. The organisation has been delivering excellence in its current form since 2007 with 32 paid staff and 55 volunteers. We are an exciting and thriving organisation whose work has been acknowledged through Quality Mark status (Debt and Welfare Benefits) and Investors in People.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce



Role profile

Job Title:	Outreach Advisor	
Reporting to:	Advice Services Manager (Nuneaton)	
Salary:	£21,500 (pro rata 10,750 p.a)	
Hours of work	18.5 (Fixed Term contract until 31st March 2022- extension subject to further funding)	
Location:	Nuneaton & Bedworth	Travel: H/M/L: M
Role purpose:	<p>The bureau's outreach service works with clients in venues outside of the main bureau offices. As such it is dependant on skilled individuals not requiring access to high level supervision. The role recognises access issues that some clients experience when trying to access a face to face service that is not within their locality.</p> <p>The role seeks to organise and staff an outreach service through the provision of effective and efficient generalist advice whilst observing the aims, principles and policies of BRANCAB. It also requires effective partnership working with external agencies.</p>	

<p>Project Specific</p>	<p>The role will require delivery of the Children and Family Centre Project across Nuneaton and Bedworth. Specifically:</p> <p><u>Nuneaton</u></p> <p>--Delivery of 1 day per week outreach at Camp Hill, Stockingford and Riversley Children and Family Centres</p> <p>--Cover for Bedworth Centre when required</p>
<p>Duties</p>	<p>Casework</p> <ul style="list-style-type: none"> ➤ 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. ➤ Using CA Information Systems to find, interpret and communicate relevant information. ➤ Explore options and implications so that the client can make decisions. ➤ Negotiate with third parties, including statutory and non-statutory organisations as required. ➤ Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning. ➤ Refer to specialist advisers and/or agencies as appropriate. <p>Social Policy and Monitoring</p> <ul style="list-style-type: none"> ➤ Assist with social policy work by providing information about clients' circumstances through the appropriate channel. ➤ Provide statistical information on a daily basis. <p>Professional Development</p> <ul style="list-style-type: none"> ➤ Keep up to date with legislation, case law, policies and procedures and undertake appropriate training. ➤ Attend appropriate internal and external meetings as agreed with the CEO. ➤ Read appropriate publications. ➤ Prepare for and attend monthly supervision sessions. <p>Administration</p>

- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to the bureau's systems and procedures.
- Review and make recommendations for improvements to service delivery.
- Liaise with accommodation providers and make recommendations to service itinerary.
- Maintain local information systems.
- Use IT for statistical recording, record keeping and document production.

General

- Follow set procedures as laid out in BRANCAB's office manual and the Bureau's policies and procedures.
- Take responsibility for identifying training needs and communicating to management.
- Demonstrate a commitment to the Citizens Advice Service's aims and principles including equal opportunities.
- Abide by health and safety guidelines and share responsibility for own safety and that of others.
- Any other duties as may from time to time be required.



Person specification

	Criteria	Essential	Desirable
1	Experience of generalist advice work	✓	
2	Ability to use IT in the provision of advice and case recording	✓	
3	Ability to prioritise work in an ordered manner, meet deadlines and complete follow up work in a timely manner that adheres to procedures	✓	
4	Ability to work on own initiative and use judgement as to when to refer to supervisor or caseworkers	✓	
5	Ability to take instructions from supervisor	✓	
6	Ability monitor and maintain own standards and seek supervision and guidance where necessary	✓	
7	Excellent verbal and written communication skills	✓	
8	Flexibility and willingness to work as part of a team	✓	
9	An understanding of the issues involved when dealing with clients and empathise whilst respecting diverse views and backgrounds	✓	
10	Ability to give and receive feedback objectively and to challenge constructively in a sensitive manner.	✓	
11	Ability to travel throughout Bedworth, Rugby and Nuneaton to deliver outreach services through the possession of a full, clean driving licence that is insured for business use.	✓	
12	Understanding and adherence to the principles of confidentiality	✓	
13	Understanding of and commitment to the aims and principles of the service and its equal opportunities and health and safety policies	✓	
14	Valid documentation that demonstrates right to work in UK	✓	
15	Demonstrate an understanding of social trends and their implications for clients and service provision		✓

In accordance with Citizens Advice national policy we will conduct a DBS check for this post. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Contract: The role is initially a fixed term position until 31st March 2022. Extension beyond this date will be subject to future funding.

Salary: The salary for this post is £10,750 (p.a)

Location: The role will be based in either Nuneaton or Bedworth but there is an expectation of travel across Nuneaton and Bedworth as required.

Hours: 18.5 per week

Probationary Period: 3 months

Annual Leave: 14days plus 8 statutory days

Pension: On appointment the post holder will be eligible to join a defined workplace pension scheme with a 6% contribution from BRANCAB