



# Generalist Adviser

## Job pack

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

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Torbay
- The role profile and personal specification
- Terms and conditions

### **Want to chat about this role?**

If you want to chat about the role further, you can contact Steve Barriball by emailing [steve.barriball@citizensadviceexeter.org.uk](mailto:steve.barriball@citizensadviceexeter.org.uk)

## 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.

# How Citizens Advice Torbay works

Our core, volunteer-led, service is delivered from our offices in Palace Avenue in Paignton.

In addition to our core service, we also offer a number of other services for specific client groups at a number of outreach venues across the Torbay area.

We also offer an Adviceline service for people living in Torbay by calling:

0300 330 9026.

Our service opening times can be found on our website.

More details about Citizens Advice Torbay can be found at:

[www.citizensadvicetorbay.org.uk](http://www.citizensadvicetorbay.org.uk)

# 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.

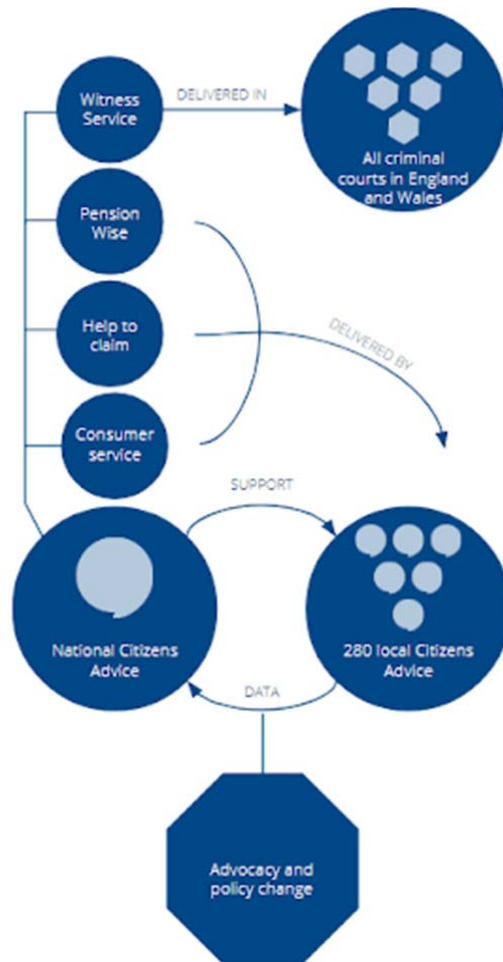
This role sits our network of independent charities, delivering services from

- 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.



## **The role**

We are seeking to appoint a Generalist Adviser to work one-day per week on an outreach basis based at YES Brixham based at The Edge on Bolton Street.

The postholder will support clients of YES Brixham with a range of enquires and help to support the volunteer team at The Edge with low level advice-giving, whilst also working alongside a YES paid support worker to help clients achieve positive outcomes.

The post is offered on a fixed-term basis for two years thanks to a grant from The Tudor Trust.

## **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.
- 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.
- 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

- Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- Proven understanding of equality and diversity and its application to the provision of advice.
- 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.
- Understanding of the issues affecting society and their implications for the client and service provision.
- Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- Ability to understand statistics and check accuracy of calculations.
- Ability to work in an outreach location with limited supervision.

## Desirable Criteria

- A qualified Citizens Advice, or alternative, generalist adviser



# Terms and conditions

**Duration:** 2-year fixed term Contract

**Hours of work:** 9am – 5pm (ideally either on a Tuesday or a Thursday)

**Weekly hours:** 8 hours per week

**Salary:** £4,423 per annum (actual)

**Pension:** workplace pension available

**Annual Leave:** minimum of 5 weeks annual leave per annum