



Job Description

Position: Outreach Generalist Adviser

Responsible to: Advice Service Manager

Responsible for: Volunteer Community Coordinators

Location: Fleet and Yateley Offices with travel throughout the District

Contract: Part-time (15hours) for a fixed term of 6months. Extra hours could be available within the contract term but will not form part of this contract

Salary: £21,500 per annum pro rata (i.e. £8,600 per annum)

Purpose of role: To provide advice to clients as required by the service with a focus on covering the North East Parishes of Odiham, Hook and Hartley Wintney and the associated outreach operations. The Outreach Worker will also be required to see clients at mutually convenient locations which include working in the Fleet and Yateley offices or visiting clients to deliver advice in their homes or at outreach locations.

Context of role:

To ensure that clients requiring ongoing advice receive the best possible service from us at an accessible location.

To support Citizens Advice Hart in responding to the impact of welfare reform, particularly helping clients who may be affected by this and the recruitment of new volunteers.

To provide support and mentoring for the volunteer community coordinators.

Key work areas and tasks

Service Delivery:

- To work closely with other Caseworkers to support the service and ensure that clients access advice.
- Visiting clients in their homes or at community outreach locations to provide face to face advice on a range of issues.
- To receive referrals from within the team and partners as appropriate.
- To liaise with partners as appropriate to ensure effective delivery of service (e.g. in organising venue for best delivery of outreach).
- 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.
- 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 bureau'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.

Team Development

- To act as an ambassador for the Outreach service by encouraging and assisting with the recruitment and mentoring of volunteers so they too are able to contribute to the running of outreach service ensuring that they receive an appropriate level of support.

Public Relations, Networking and Partnership -

- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.
- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use influencing skills to promote the bureau and foster good relationships with external organisations.
- Promote and protect the aims, principles, policies, interests and reputation of the

CAB service both locally and nationally and ensure that the organisation has a high profile at all times.

Administration:

- To work with the Advice Services Managers and other Caseworkers to ensure all reports are provided as required.
- To maintain detailed case records for the purpose of continuity, information retrievals, statistical monitoring and report preparation.
- Ensure that all work conforms to the bureau's systems and procedures.
- To use IT for statistical recording, record keeping and document production.

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.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Training and professional development:

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

Person specification

Knowledge of:

- Giving advice in the context of Citizens Advice.
- Citizens Advice systems and processes (including Petra).
- Generalist advice topic areas e.g. debt, benefits, housing, consumer, family, employment, etc., or a willingness to train.
- Achieving mandatory accreditation to deliver debt advice or a willingness to train.
- Supporting clients who have accessibility issues and may require additional assistance to engage with the service.

Ability to:

- Demonstrate understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Use IT in the provision of advice.
- Give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Work as part of a team.
- Monitor and maintain recording systems and procedures.
- Demonstrate understanding of the issues affecting society and their implications for clients and service provision.
- Proven ability to supervise others, including ability to recruit and motivate staff.
- Proven ability to monitor and maintain service delivery against agreed targets.
- Proven ability to develop individuals or groups by providing support, guidance and mentoring.

Experience of:

- Advice delivery.
- Working with clients.
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Specific skills required:

- Numerate to the level required by the tasks.
- Effective oral communication skills.
- Effective writing skills.
- Understanding of the issues involved in interviewing clients.

Pre-requisite:

- Up to date clear DBS Check

July 2017