

Job Pack – *Home & Well* Project Coordinator

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

In this pack you'll find:

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

Want to chat about this role?

If you want to chat about the role further, you can contact Janet Duggan, Business Support Manager, by emailing jduggan@citahants.org or calling 07599 101007



Our values

We're inventive. We're not afraid of trying new things and learning 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 the Citizens Advice Service

- 1. We're local and we're national.** Our national offices, based in 6 locations, provide support to Citizens Advice Hampshire – there are 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 Hampshire works

Citizens Advice Hampshire established in 2008 is a consortium of the 15 Local Citizens Advice in Hampshire, Portsmouth, Southampton and the Isle of Wight. We enable collaboration between our Local Citizens Advice and other charities; provide a single point of contact for funders; partners and policy makers and support our local offices by facilitating knowledge, skills sharing and training, and through campaigning for better services and policies.

Each Local Citizens Advice strives to improve the quality of the advice and information it provides and constantly looks for innovative ways to reach its clients. They are committed to serving the local community and standing up for the rights of individuals. Our purpose is to collectively deliver quality services, with shared goals and priorities to help meet client need by:

Securing funding

Obtaining funding that will benefit Hampshire, Portsmouth, Southampton and IOW residents, which local offices would not be able to access alone.

Making connections

Foster & Build relationships that complement the work of local Citizens Advice in Hampshire (e.g. Citizens Advice, Hampshire County Council, Office of Police and Crime Commissioner, Large charities)

Supporting Local Citizen Advice

To deliver services such as Adviceline, training, strategy and building partnership working and consultation with Citizens Advice.

Coordinating services delivered across Local Citizens Advice

Such as Macmillan, Healthwatch Hampshire, Reaching People Together, Surviving Winter and Kickstart in Hampshire's LCAs reporting centres.

We rely heavily on volunteers to support our front-line delivery. Volunteering is changing; no longer can we solely rely on mature professionals. We must attract the younger generation with skills development and career opportunities. This will help us meet the needs of our clients and better reflect the demographics of the communities we serve.

The work of Citizens Advice Hampshire has also become more varied and important as new joined-up solutions to the challenges faced by our residents are needed. We talk to existing and potential funders, explore new areas of delivery and build on existing good practice whilst campaigning for the vulnerable in our communities.

Citizens Advice in Hampshire, Southampton, Portsmouth and the Isle of Wight have over 30 High Street outlets. We are a trusted brand based upon our confidentiality, independence and the quality of advice. Citizens Advice Hampshire is a consortia organisation bringing together the 11 districts of the county of Hampshire and three unitary authorities. In addition to our advice services we run Adviceline (as a group), webchat and email support for clients and the Hampshire County Council Local Welfare Crisis Line.

Over the last 12 months Citizens Advice across Hampshire helped **71,000** clients in Hampshire and the Isle of Wight with over **223,000** issues such as debt, benefits/tax, employment, housing and relationships. That is an average of **3.5** issues per person. We also know that **22,105** our clients (36%) have long term health conditions and/or are registered disabled.

Further information can be found in our business plan which can be found [here](#)

Overview of the national Citizens Advice Service

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

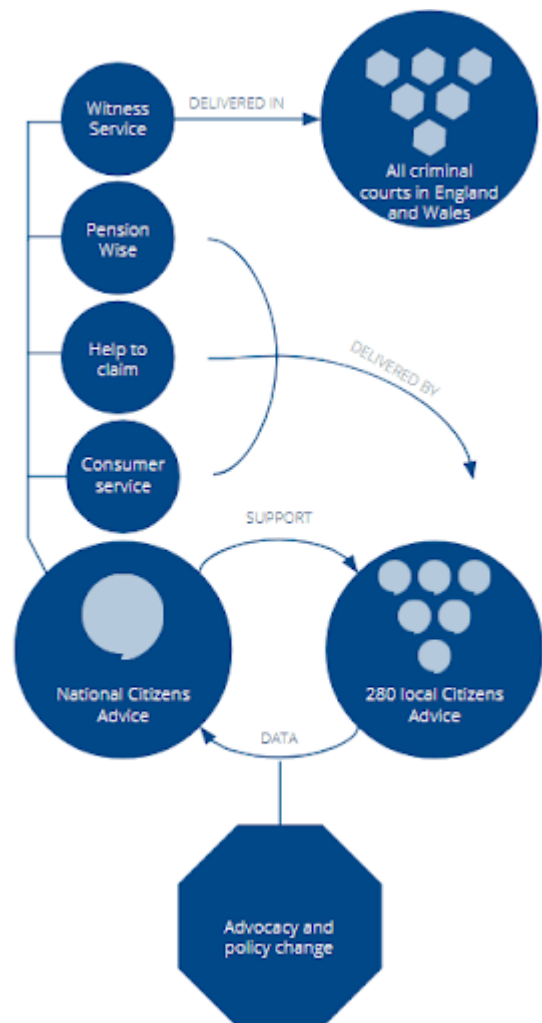
Together, the network of independent charities, delivers services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

Nationally this includes

- over 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

This is a unique opportunity for the right candidate. Citizens Advice Hampshire have formed a partnership with Scottish Southern Electricity Networks, Southern Water, Portsmouth Water and Wessex Clinical Commissioning Group, to deliver a holistic Project

Key Work Areas and Tasks

The Project Coordinator will focus upon initial training, monitoring and supporting the Advisers to achieve the following outcomes:

- Identify and sign up clients to the SSEN Priority Services Register (PSR)
- Identify and sign up clients to the Southern Water PSR
- Develop relationships with key clinical staff and key agencies to identify people who are vulnerable to the health problems associated with a cold home
- Enable eligible clients to sign up enabler water tariffs
- Provide initial financial assessments, referring clients on for detailed financial planning where required
- Introduce clients to utility company payment schemes, rebates and discounts to reduce their debt
- Deliver additional fuel poverty, energy advice and water cost advice or signposting for identified clients, ensuring clients are signposted to additional CA or community services as appropriate
- Provide ongoing engagement with the NHS by identifying patients who can benefit from adviser intervention, to ensure their home has suitable heating in place on discharge
- Engage with key personnel about the Home & Well project and promote the benefits, including a potential reduction in hospital readmittance
- Establish and promote a referral process which is easily accessible and meets relevant requirements
- Ensure that the new project is promoted within relevant areas/community organisations

The Project Coordinator will also ensure effective communication between themselves and the team and be a good motivator.

Job Purpose

Provide project coordination/support to a small team of Home & Well Advisers in identified Hampshire hospitals - ensuring that the project is delivered effectively, and the required outcomes are successfully achieved.



Role profile

Planning and Development

- Manage the practicalities of identifying appropriate patients, organising and delivering targeted advice sessions on fuel poverty &/or financial assessments, primarily within a hospital setting
- Build relationships with other relevant service providers including the Environment Centre and other hospital-based projects
- Develop an effective internal and external referral process

Service Delivery

- Ensure that advisers receive and respond to calls and/or emails from healthcare colleagues and/or clients in a timely manner
- Ensure the advice work complies with relevant standards and procedures
- Maintain records for the purpose of project outcomes & impact, information retrieval, statistical monitoring, and report preparation as required
- Engage and ensure effective joint-working between all Home & Well Advisers, sharing best practice and learning and identifying case studies
- Identify and liaise with other relevant stakeholders and statutory bodies
- Monitor the effective recording of advice outcomes.

Administration

- Review and make recommendations for improvements to the project's outcomes
- Once trained, confident in using IT and Casebook for statistical recording, record keeping and document production as required
- Keep up to date with policies and procedures relevant to the role

Personal Development

- Keep up to date with relevant legislation, case law, policies and procedures relating to advice for people affected by fuel poverty/debt and undertake appropriate training
- Attend relevant internal and external meetings as agreed
- Undertake Service & Personal Development activities as appropriate.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery of the project. This may include occasional coverage across the other areas of the Home & Well Project.
- Demonstrate commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.



Person specification

Essential

1. Knowledge and experience of advice delivery
2. Significant experience of dealing with the public via telephone, face to face or email
3. Experience of supporting and/or training staff or volunteers
4. Effective writing skills with particular emphasis on data collation and reports
5. Ordered approach to project work; an ability to monitor progress and develop new procedures as required
6. Numerate and articulate, able to check and process travel claims and expenses
7. Able to prioritise own work and oversee the work of a small remote team, meeting deadlines, delivering targets and ensuring Advisers are managing their outputs effectively
8. Able to work with in a flexible way
9. Able to motivate self and others
10. Effective and empathetic communication skills
11. Able to use IT in the production of reports and regular project updates
12. Able to give and receive feedback objectively and sensitively with a willingness to challenge constructively

13. Able and willingness to support and develop a successful and contented well-performing team of staff and/or volunteers
14. Confident to engage and build positive relationships with partners and stakeholders
15. Abide by health and safety guidelines and share responsibility for own safety
16. Understanding of and commitment to the aims and principles of the CA service and its equal opportunities policies.

Desirable

1. Project Coordination experience
2. Experience of and comfortable with working and supervising a team remotely
3. Self-starter who is excited by new opportunities and projects
4. Can do attitude, able to deal with the initial challenges that a new project may have
5. Able to 'think outside the box' with effective problem-solving attributes
6. Enjoys data capture and analysis with an understanding of project evaluation
7. Experience of delivering targets, managing competing demands to deadlines
8. Understanding of quality assurance
9. Administration skills
10. Coordination experience of team or other meetings
11. An interest in service marketing and publicity
12. Understands social issues and their implications for clients and service provision.



Terms and conditions

The starting salary for the right candidate for this role is £25,000 pro-rata for this 3 day per week role

Our standard terms and conditions include:

- A standard 25 hour working week over 3 days, forms the basis of all pro-rata salary calculations
- 25 days paid annual leave in each annual leave year pro-rata, in addition to all normal public and statutory holidays (usually totalling 28 in all)
- 5% employer contribution of eligible earnings to People's Pension personal pension scheme – with 5% minimum employee contribution from 1 April 2019
- Enhanced sickness scheme giving 1 month full pay and 2 months half pay during the first two years of service; and 2 months full pay and 2 months half pay after the 2nd year of service

- Flexible working and home working where this fits with the role requirements and business needs of the charity
- A small home working allowance will be payable.



What we give our staff

We value our team and provide an Employee Assistance Scheme for all staff, which includes a 24/7 confidential helpline.

We place a high value on equality, diversity and inclusion; and offer appropriate learning and development opportunities to our staff. Any issues or concerns raised by staff are listened to and addressed proactively.



How to Apply

Please send your CV to admin1@citahants.org

Disability

Please let us know if you require any adjustments to be made to the application process or would like to be taken into account when we are considering your application. Please be assured that we will be supportive in discussing reasonable adjustments at any stage.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996: evidence of this will be needed, if you are successful and an offer of employment is made.

Diversity Monitoring

Citizens Advice Hampshire values diversity and promotes equality. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. The diversity profile of people who apply for posts at Citizens Advice Hampshire is given in confidence for

monitoring purposes only and does not influence any recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Interviews may include a practical task or assessment, with all details provided before the interview.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Hampshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Hampshire – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.