



Job Description

Position: Home Visit Adviser

Responsible to: Advice Service Manager

Location: Client address, Fleet or Yateley office

Contract: Part-time (11.25 hours) for a fixed term of 12 months. 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., £6,450 per annum)

Start date: 1 November 2021

Purpose of role: To provide advice to clients referred to us by the Adults Health and Care teams in the Hart district. The Home Visit Adviser will also work in the Fleet and Yateley offices and visit clients to deliver advice in their homes.

Context of role:

To ensure that clients who may have previously been unable to access our services receive money management and benefit entitlement advice at home.

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

Key work areas and tasks

Service Delivery:

- Visiting clients in their homes to provide face to face advice on a range of issues with a focus on money management and benefit entitlement.
- To receive referrals from within the team and partners as appropriate.
- To liaise with partners as appropriate to ensure effective delivery of service.

- To work closely with other Caseworkers to support the service and ensure that clients access advice.
- 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 service's policies and the QAA/Advice Quality Standard and 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.

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 service and foster good relationships with external organisations.
- Promote and protect the aims, principles, policies, interests and reputation of the service both locally and nationally and ensure that the organisation has a high profile at all times.

Administration:

- To work with the Advice Service Manager 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 service'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 Casebook).
- Generalist advice topic areas e.g., debt, benefits, housing, consumer, family, employment, etc.
- Achieving mandatory accreditation to deliver debt advice.
- 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 monitor and maintain service delivery against agreed targets.

Experience of:

- Advice delivery.
- Working with clients.
- Working with vulnerable clients, older persons, learning disabilities, mental health and physical disabilities.

Specific skills required:

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

Pre-requisite:

- DBS Enhanced check

September 2021