



# Home and Well Adviser

## Job pack

Thanks for your interest in working at Citizens Advice Winchester District. 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 Winchester District
- The role profile and personal specification
- What we give our staff

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

If you have any questions about this role, please email [admin@cawinchesterdistrict.org.uk](mailto:admin@cawinchesterdistrict.org.uk) with your contact details.



## 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.

# 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 in 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

<b>JOB TITLE:</b>	<b>Home &amp; Well Adviser</b>
<b>SALARY:</b>	<b>£21,000 - £23,000 (depending on experience)</b>
<b>HOURS:</b>	<b>37.5 hours per week</b>
<b>LOCATION:</b>	<b>Flexible (home/office with some potential on-site working within a hospital setting)</b>
<b>TYPE:</b>	<b>18 month fixed-term contract (with potential for further extension, dependent on funding)</b>
<b>REPORTING TO:</b>	<b>Lesley Rose, Advice Services Manager</b>
<b>DBS:</b>	<b>This role will be subject to a Disclosure and Barring Service (DBS) check</b>
<b>CLOSING DATE:</b>	<b>Monday 9 August 2021 at 5pm</b>

Citizens Advice Winchester District (CAWD) is a thriving, independent local charity, and a high-performing member of the Citizens Advice network. At CAWD people come to us for support on a wide range of issues, but they have one thing in common: they need help, often urgently. Our advice changes peoples' lives, supporting them through difficult and challenging times. We deliver free, independent advice on a range of topics via our telephone, email, webchat and face to face services. Our core service relies on volunteers who expertly support the bulk of our clients. We also deliver specialist services and projects.

The successful applicant will be partly office based but will also be required to work some hours from home. This may change in time to suit the needs of the service, so the successful candidate should have the flexibility to work in a hybrid manner as required. We will support the successful candidate to set up home-working, including providing equipment such as a laptop if needed.

## **Purpose of the role:**

The Home & Well Adviser will provide advice to hospital and GP's patients on a specified range of subjects, primarily related to addressing Fuel Poverty and Debt prevention - as wrap-around CA support

## Key Work Areas and Tasks

The Home and Well Adviser will focus upon achieving and recording the following outcomes:

1. Identify and sign-up clients to the SSEN Priority Services Register (PSR)
2. Identify and sign-up clients to the Southern Water PSR
3. Enable eligible clients to sign up enabler water tariffs
4. Provide initial financial assessments, referring clients on for detailed financial planning where required
5. Introduce clients to utility company payment schemes, rebates and discounts to reduce their debt
6. Deliver additional fuel poverty, energy advice and water cost advice to identified clients, ensuring clients are signposted to additional CA or community services as appropriate
7. Develop relationships with key clinical staff including Social Prescribers and key agencies to identify people who are vulnerable to the health problems associated with a cold home
8. Organise and deliver on-site face to face weekly half day clinics in key hospitals as COVID-19 restrictions permit
9. 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
10. Engage with key personnel about the *Home and Well* project and promote the benefits, including a potential reduction in hospital re-admittance
11. Promote the referral process - which is easily accessible and meets relevant requirements
12. Follow-up clients and provide monthly Home and Well Case Studies
13. Signpost to other support organisations as required
14. Ensure that the project is promoted within relevant areas/community organisations and projects as appropriate



# Role profile

## Planning and Development

- Manage the practicalities of identifying appropriate patients, organising and delivering PSR registration alongside targeted advice sessions on fuel poverty &/or initial financial assessments, primarily within a hospital setting - this may be piloted in wider community/service settings in some geographical areas.

## Service Delivery

- Receive and respond to calls and/or emails from healthcare colleagues and/or clients in a timely manner
- Ensure all 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 work jointly, with other Home & Well Advisers, sharing best practice and learning
- Identify and liaise with other relevant stakeholders and statutory bodies
- Ensure the effective recording of advice outcomes and signposting.

## 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 or settings for 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 own safety and that of colleagues.



# Person specification

## Person specification

Please note that full training will be given to those new to advice delivery or to Citizens Advice, so prior experience of advice delivery is not an essential requirement for this role.

Home & Well Advisers will also be able to refer in to specialist advisers as needed. They will be supporting and working with the client to resolve issues and concerns taking on full Casework as required. Home & Well links directly into the National and Local Citizens Advice database system known as Casebook as well being able to access the on-line guidance as needed.

## Essential

1. Excellent verbal communication skills (able to communicate effectively with a wide range of people, including vulnerable people)
2. Able to build effective relationships and represent the organisation externally
3. Experience of dealing with the public via telephone, face to face or email
4. Effective written communication skills, and numeracy skills (able to collect and handle basic data and prepare simple reports)
5. Ordered approach to project work; an ability to follow protocols and develop new procedures as required
6. Able to prioritise own work and meet deadlines, working mostly independently
7. Able to use IT in the provision of advice, reports and project submissions
8. Able to give and receive feedback objectively and sensitively; a willingness to challenge constructively

9. Able and willing to work effectively as part of a team
10. Comfortable working in a hospital environment\* (as may be agreed, depending on current safety protocols and procedures, abiding by health and safety guidelines, and sharing responsibility for own safety)
11. Understanding of and commitment to the aims and principles of the CA service and its equal opportunities policies.

### **Desirable**

1. Knowledge and experience of advice delivery
2. Experience of working alongside and/or supporting volunteers
3. Self-starter who is excited by new opportunities &/or projects
4. Effective problem-solving attributes
5. Enjoy data capture & evidencing impact
6. Understanding of social, health and fuel poverty issues and their implications for clients and service provision.

*\*Please note that the role can be delivered remotely if needed (e.g. to comply with Government or NHS guidelines). We will work with the post-holder to agree an appropriate level of in-person contact.*



## **What we give our staff**

Citizens Advice Winchester District is a great place to work!

If you join us, you are guaranteed:

- Competitive rates of pay (within the charity sector)
- Excellent training opportunities.
- A fantastic opportunity to launch a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience.
- Confidential Employee Assistance Programme.
- A company that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility.
- The chance to work with amazing people within a nationally recognised charity.

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.

**The closing date for applications is Monday 9 August 2021 at 5pm, and interviews for this role will take place on Monday 16 August 2021 by video call.**