



Generalist Adviser

Job pack

Thank you for your interest in working at Citizens Advice Bromley. 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 Bromley
- The role profile and personal specification

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 Bromley works

Our main focus of activity is around the needs for advice and representation of people who live or work in Bromley, and our services are geared to reflect what they want from us. Feedback from our existing clients suggests that they value the professionalism of our service, the depth and expertise of the advice available and the accessibility of the service once initial contact has been made. Citizens Advice Bromley is part of a partnership with Bromley Third Sector Enterprise CIO (BTSE) along with Age UK Bromley & Greenwich, Bromley, Lewisham & Greenwich Mind and Bromley Mencap and as partners on the Debt Free Advice project as well working alongside Bromley Borough Foodbank and work on our Energy Advice Project amongst others.

Generalist Services

In addition to the work on our Bromley Well project we offer a service which consists of information and advice by way of our initial assessment and advice service. Citizens Advice Bromley comprises:

- An initial assessment and advice service. Subject areas include: consumer, money advice, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health, education, and discrimination relating to any of these.
- Casework is carried out in Welfare Benefits, Money Advice, Housing and Employment
- We currently operate three outreach services in Orpington and Beckenham & Penge collectively which provide initial assessment and advice service. Subject areas include: consumer, debt, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health, education, and discrimination relating to any of these. As well as providing additional advice our outreach services also work with the foodbanks services in Bromley.
- In addition we subcontract a Forms Completion Service to Age UK Bromley & Greenwich which provides assistance with form filling for those who are unable to attend the local office or outreaches due to ill health.

Referrals to this service are taken from a number of organisations in Bromley.

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.

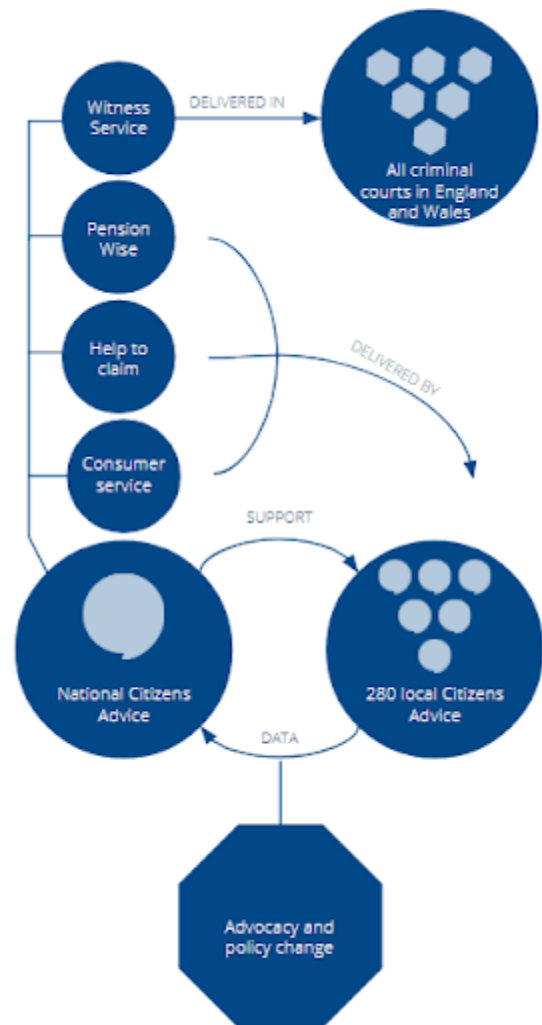
This role sits our network of independent charities, delivering services from

- 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

As an Adviser you will be providing support for Bromley residents including help and assistance on our Energy Advice Project and supporting our foodbank services. You will be willing to provide face to face service at our outreaches as well as providing advice by telephone.

We are looking for an Adviser with good IT skills as well as a commitment to the aims and principles of the Citizens Advice Service.

You'll have the ability to interview clients by telephone using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.



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
- Supporting clients to use IT to make their new Universal Credit claim
- Use Citizens Advice resources to find, interpret and communicate the relevant information to clients
- Complete benefits checks when appropriate
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary using appropriate communication skills and channels.

- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work meets quality standards and the requirements of the funder
- 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.
- Complete the required training to comply with quality assurance processes

Research and campaigns

- Support our research and campaigns work through various channels including case studies, data collection and client consent

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 team meetings/staff meetings as appropriate

Administration

- Use of telephony and IT equipment for multichannel delivery of advice services
- Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis
- Ensure that all work conforms to Citizens Advice Bromley's systems and procedures

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
- Demonstrate commitment to the aims and policies of Citizens Advice
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues



Person specification

Essential

1. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them
2. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
3. Ability to use telephony and IT systems to deliver services across multiple channels for example webchat and telephone
4. Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production
5. Good IT knowledge with an ability to support clients with their online claim application
6. Ability and willingness to work as part of a team
7. Work in a variety of settings including community outreach, Jobcentres and local authority offices as required
8. A commitment to continuous professional development, including a

willingness to develop knowledge and skills in advice topics

9. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
10. A good up to date understanding of equality and diversity and its application to the provision of advice
11. Ability to monitor and maintain standards for advice provision and quality assurance

Desirable

12. Knowledge of the benefits systems
13. Ability to carry out accurate benefit check calculations
14. Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

In accordance with Citizens Advice national policy we will may the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.