



Specialist Adviser – East & Mid Devon

- 15 hours per week
- Working with local Children’s Centres in East and Mid Devon
- Salary range: £26,423 to £28,032 per annum pro rata, plus 4% employer’s pension contribution
- 28 days holidays pro rata including bank holidays
- Based at: Citizens Advice Teignbridge with some travel required throughout designated area. Home working possible.
- Contract: to March 31, 2025 *with possible extension dependent on funding*
- Reporting to: Legal Services Manager

Summary

We are seeking a dynamic, proactive adviser to work with families referred by Action for Children. The successful candidate will be an experienced Citizens Advice adviser or equivalent. You will need to be organised and proactive, with good IT literacy and excellent communication skills. Access to your own transport is essential.

If appointed you will work with Children’s Centre staff to provide targeted Early Help support for families with children aged eight years and under, particularly around income maximisation and financial management. The ability to work effectively with clients, referrers and third party agencies is essential.

This post is subject to an enhanced DBS disclosure.

Deadline for applications: 12 noon on 26 February 2024.

Interviews: 5 March 2024

Start date: from 1st April or as agreed.

For more details and an application pack visit:

www.citizensadviceteignbridge.org.uk

To discuss this opportunity further, please contact Vincent at vincent.willson@citizensadviceteignbridge.org.uk

Citizens Advice Specialist Adviser – Children’s Centres

Context of the Role

Citizens Advice provides advice on a wide range of issues that can improve families’ financial circumstances, reduce the stress associated with financial worries and help to give children a better start in life.

This role involves working with Children’s Centre staff to identify families who would benefit from Citizens Advice support.

Role purpose:

To provide advice on a wide range of issues that can improve families’ financial circumstances, reduce the stress associated with financial worries and help to give children a better start in life. The project will provide advice on benefits, financial management and other finance-related matters including debt, income maximisation and housing issues to families within Children’s Centres East and Mid Devon.

Key work areas and tasks:

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
- Check that families receive all the benefits they are entitled to;
- Help with form filling and challenging decisions where necessary;
- Advise on the financial implications of getting a job or changing the number of hours worked
- Educate families on how to manage their finances, reduce their bills and avoid getting into debt
- Help families who are already in debt to manage the consequences of this
- Help families to improve their housing situation
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information
- 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
- Refer internally or to other specialist agencies as appropriate

Project Administration

- Ensure that all work conforms to the local office manual and the Citizens 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
- Provide case studies for project reporting.

Relationship building

- Establish, develop and maintain a range of partnerships to reach clients and gain support for the project
- Attend relevant meetings.

Professional development

- Identify and implement plans for own training and development needs
- Keep up to date with relevant training as part of a continuous training requirement
- Prepare for and attend supervision sessions / team meetings / staff meetings as appropriate

Other duties and responsibilities

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies
- Establish and maintain effective and efficient administration systems for the delivery of the project
- Use IT for statistical recording, record keeping and document production
- Carry out administrative tasks related to the job
- Participate fully in the life of the local office, attending staff meetings, internal planning events etc. as agreed with line manager

- Support other local office work as required (e.g. providing referrals for advice appointments where appropriate)
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Carry out any other appropriate tasks requested by the manager, to ensure the effective delivery and development of the service

Person specification

- Considerable experience of delivering benefits, financial capability and income maximisation advice
- Experience of establishing and developing partnerships with other agencies and joint working
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies
- Willingness to learn and develop and reflect on practice.
- Excellent interpersonal skills, including the ability to relate and work with a cross section of the population
- Ability to monitor and maintain own standards
- Ability and willingness to work both on own initiative and as part of a team
- Ability to self-motivate and organise a varied workload
- Effective written and oral communication skills
- Ability to use IT applications to record statistics, produce documents and training materials and keep accurate project records
- Access to own transport is essential, as is a willingness to travel between Children's Centres within the area covered by the role.
- This role is also subject to an enhanced DBS disclosure.

February 2024