



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Apprentice Debt and Housing Adviser

Salary: £4.30 per hour

Hours of Work: 37.5 hours per week

Location: Swadlincote and Derby City

Status: 18-months

Closing Date: 15th September

Interview Date: w/c 20th September

Start Date: 30th September 2021

Contract Length: Fixed term for 18-months

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job. We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 70 members of staff and many volunteers delivering services from four main offices and community venues.

The Service

Over the next 12-24 months, we are aiming to expand our specialist housing and debt advice services. To support this expansion we are looking to recruit 4 x Housing and Debt Apprentices, who will be provided with full-training to develop the necessary knowledge and skills to provide debt and housing advice and casework.

The Role

- To deliver and provide specialist legal advice, advocacy and representation to clients in the categories of housing and debt.
- To ensure that a consistent case load is maintained with the core principles of excellent client care and compliance at the heart of each matter.
- To be able to recognise and implement signposting and referrals wherever necessary in appropriate cases.
- To have at all times an excellent understanding of Company policies, procedures and external quality standards.
- To provide an excellent level of client satisfaction and to ensure that quality standards, both internal and external are maintained at all times.
- To have an understanding of targets, both team and individual and ensuring that any target is achieved by adopting appropriate mechanisms and procedures.
- Implement interviews with clients by way of telephone, face to face and Microsoft teams.
- Act as a representative or advocate on behalf client's in formal settings such as County court or Magistrates hearings, tribunals, review hearings etc.
- To work with delivery partners to meet service objectives and common identified goals.
- To be flexible and amenable to necessary changes reasonably required by the Company to deliver the service to it's clients.

Person Specification

Essential:

- Ability to work on own initiative and willingness to improve the service by working closely with supervisor.
- Work as part of a team with both paid members of staff and volunteers and understand the difference in how both support the organisation's objectives and outcomes.

- Understanding of the issues affecting society and their implications for clients and service provision.
- Understanding of the main enquiry issues involved in assessing clients' problems.
- Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- 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.
- Ability to monitor and maintain own standards, manage time effectively for the purpose of advice assessment.
- Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production.
- Ability to work within guidelines, protocols and procedures, a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas.
- Takes ownership of delivering high quality work that adheres to set quality standards and to work with the supervisor to rectify any fall in targets or quality performance.
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
- Ability to drive and/or willingness to work across all sites.
- A willingness to work evenings and weekends if required.

Want to chat about this role?

If you want to chat about the role further, you can contact Ashley Canner by calling 07495391527

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Probation Period

6 months – with possible extension if performance review is required.

Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home

TO APPLY

Please visit our website to download an application form and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

Completed application forms are to be sent by 15th September to:
staff@citizensadvicemidmercia.org.uk