



Assessor

Job pack

Thanks for your interest in working at Citizens Advice Mid Mercia. 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 CORE values
- 3 things you should know about us
- Overview of Citizens Advice
- The role profile and personal specification
- Terms and conditions

Want to chat about this role?

If you want to chat about the role further, you can contact Jill Doyle by emailing jdoyle@citizensadvicemidmercia.org.uk or by calling 07960 434003

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

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.

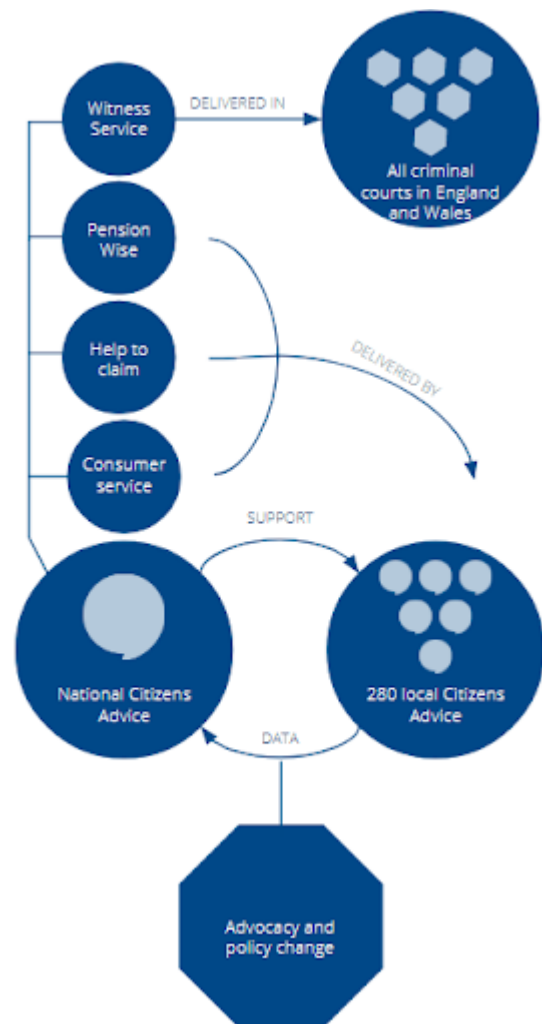
This role sits within our network of independent charities, delivering services from

- 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

To help provide an effective and efficient triage and advice service to members of the public through all delivery channels, predominantly telephone.

To provide dedicated support to specific teams and projects within the organisation, as required.

To be the first point of contact into our service and represent the organisation of the highest standard.



Role profile

Assessments

Identify key information about the problem including time limits, key dates and requirements for urgent advice or action (using the Advice guide website, scripts and any other diagnostic tools as necessary).

Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources.

Refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including making arrangements and informing clients of what to expect.

Record information given during an assessment interview onto case record screens.

Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols.

Discrimination

Identify if there is any question of discrimination.

Be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

Research and campaigns

Identify research and campaigns issues.

Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training
- Read relevant publications
- Attend relevant meetings
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

Administration

- Use of telephone and IT equipment for the delivery of the service in a confidential environment
- 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 all work conforms to your organisation'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 your own safety and that of colleagues.



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 QAA 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 as required. Adhere to the organisation's CORE values.
- Ability to be able to work in a sensitive environment with minimal supervision.

- Adhere to the organisation's CORE values.

Desirable

- Generalist adviser with up-to-date knowledge of the wider benefit landscape
- Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate.



Terms and conditions

Location

Following successful induction, the role will predominately be based at our Derby City office and other offices in Church Gresley and possibly remote working as required.

Pay scale

Salary £22,308 pa

Reports to

Advice Project Lead

Work Pattern

37.5 hours per week – Monday to Friday 9:00 – 17:00

Start date

As soon as possible - Fixed Term Until 31 March 2025 with the possibility of extension subject to continued funding

Probation Period

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

Benefits

28 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

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

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 to:

staff@citizensadvicemidmercia.org.uk