



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.

<b>Job Title;</b>	Derbyshire Low Level Support Service (LLSS) – <b>Information &amp; Promotion Coordinator</b>
<b>Salary;</b>	<b>£24,850 - £26,203 (dependant on experience)</b>
<b>Hours of work;</b>	37.5 hours per week
<b>Responsible to;</b>	Derbyshire Low Level Support Service Manager
<b>Location.</b>	Blended–working from home and within the community. Role involves work/travel across Derbyshire and occasionally beyond.

### **The Service Aim**

Derbyshire County Council have funded a 3-year Low Level Support Service for anyone over the age of 18 who require support to remain living independently in their home.

The Service, working in partnership with **South Derbyshire CVS** and **Revival**, equitably across Derbyshire will deliver targeted, time limited, low level housing related support service across all tenure, to enable people to live safely and independently in their own home and preferred community for as long as practicable.

The service will work proactively in an asset and strengths-based way with people to identify and agree their future support needs or to respond pro-actively to more urgent presenting needs. The service will work on a tiered approach being a more intensive service initially working through to a managed exit strategy – by a review of the person's circle of support, community engagement and check-in's at agreed points and post exiting the service.

- 1) Crisis Response – this is not emergency response but giving support up to 6 weeks
- 2) Standard support – giving support for up to 12 weeks
- 3) Follow Up options – up to an additional 12 weeks of support if needed

The Service will provide information, advice and support to ensure people's home environments are safe, suitable and maintained/adapted to meet their needs – including referring to relevant services/providers to enable those interventions to be delivered.

## **The Role**

We are seeking a dedicated **Information & Promotion Coordinator** within the Service, reporting to the Service Manager, providing a pivotal role in enhancing the visibility and reputation of the service through effective communication, reporting, and strategic promotion.

The primary aim of the role will be collating data, supporting development / reporting, sharing data and updates between delivery partners. They will also promote and raise awareness at a county level of the service to develop and expand networks, organise group and promotional events/activities; updating and maintaining the accuracy of associated software and databases.

The role requires flexibility and adaptability in providing support during peak periods or periods of increased workload, such as covering core duties of support workers to assisting with any additional needs as they arise, ensuring smooth operation and service delivery.

Main tasks of the role will include:

### **Information Dissemination:**

- Coordinate the creation of promotional materials, such as brochures, flyers, newsletters, and press releases to promote the service.

### **Promotion:**

- Plan and execute promotional campaigns for events, product launches, or special promotions.
- Collaborate with various teams across Derbyshire County to ensure cohesive messaging and promotion across different channels.
- To be an enthusiastic advocate for the service and its benefits, assisting with the promotion of the Low-Level Support Service.
- Supporting the Low-Level Support Workers through engagement in community events.

### **Digital Marketing:**

- Utilise digital platforms, including social media, email marketing, and websites, to promote the organisation's offerings.
- Monitor and analyse the performance of digital marketing campaigns, adjusting strategies as needed.

### **Collaboration:**

- Work closely with internal teams, stakeholders, commissioner, and VCSE organisations to promote, raise awareness
- create a directory of VCSE organisations
- Develop and expand networks across Derbyshire County

### **Reporting and Administration:**

- Collate service data / intel from partner organisations monthly
- Prepare regular reports for commissioners - monthly/ quarterly
- To contact service users to find out their experience of using CVS services and to find out how satisfied they were, recording responses
- To provide general administrative support if required.

### **Additional Needs and Support Busy Periods:**

- Providing support during peak periods and when regular staff are absent. This would involve a range of tasks, from covering core duties to assisting with any additional needs as they arise, ensuring smooth operation and service delivery

## PERSON SPECIFICATION – SUPPORT WORKER

<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication and people skills, ability to do presentations to groups</li> <li>• Excellent organisational skills, time management and personal organisation</li> <li>• Good administration skills, report writing.</li> <li>• Problem solving and solution focussed</li> <li>• Attention to detail &amp; accuracy when recording information</li> <li>• Be adaptable and willing to take on other tasks, projects or cover as needed</li> <li>• Strong analytical skills, the ability to identify patterns, and the capacity to communicate findings effectively through reports or presentation</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education and/or evidence of personal development (equivalent to Level 2)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of handling client information</li> <li>• Experience of community development work</li> <li>• Experience of using and maintaining a database and social media</li> <li>• Experience of managing and prioritising tasks</li> <li>• Experience promoting services through a variety of means including digital and social media at a county level</li> <li>• Gather data from multiple sources and formulate reports in a timely manner</li> <li>• Developing and expanding networks</li> <li>• Demonstrate the willingness to learn new tasks and adapt to changing priorities</li> <li>• Experience in analysing and interpreting data</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of office software packages including Microsoft Word, Microsoft Excel, Outlook &amp; CRM</li> <li>• Understanding of confidentiality and GDPR</li> <li>• Understanding of equality, diversity, and inclusion</li> <li>• Knowledge of the geographical area and community.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Enthusiasm and commitment</li> <li>• Ability to work on own initiative and as part of a team</li> <li>• Flexibility and willingness to undertake a variety of tasks</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide additional support during peak times or periods of increased workload, such as covering for staff absences due to illness, holidays, or other reasons.</li> <li>• Hold a full UK driving license, have access to own vehicle and have business insurance</li> <li>• Any other relevant administrative and support duties required to ensure the smooth running of the organisation.</li> <li>• Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.</li> </ul>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## **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 90 members of staff and many volunteers delivering services from four main offices and community venues.

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.

**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, access to 24/7 counselling service.

**Positive Employment:** We welcome applications from people with disabilities and a variety of backgrounds. In accordance with Citizens Advice national policy, the successful candidate will be screened by the DBS.

If you want to chat about the role further, you can contact:

- Emma Johnson (Service Manager) by calling 07814918993 or
- Davina Lucas (Health Service Senior Manager) 07815 741822 or
- Visit our website for an application pack:  
<https://www.citizensadvicemidmercia.org.uk/vacancies/>