



## Generalist Adviser - foodbank

### Job pack

Thank you for your interest in working at Citizens Advice Sefton. 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 will find:

- Information about Citizens Advice Sefton
- The role profile and personal specification
- Terms and conditions
- What we offer to our staff

#### Want to chat about this role?

If you want to chat about the role further, you can contact Sandra Penketh by emailing [jane.groves@seftoncab.org.uk](mailto:jane.groves@seftoncab.org.uk)



As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum essential criteria for the vacancy. We welcome applicants from diverse backgrounds e.g. the LGBT+ community and ethnically diverse backgrounds.

## **Citizens Advice Sefton**

Citizens Advice Sefton is situated in Merseyside, neighbouring Liverpool, Knowsley and West Lancashire. Originally established in Bootle in 1939, the service merged offices across Sefton to become a single borough wide service in 2008. We have permanent offices in Bootle and Southport, but we also work in partnerships across Sefton in community organisations. Sefton is a very diverse borough in socio economic terms with multiple wards categorised as among the most deprived wards in England alongside wards categorised as the least deprived (and most wealthy) in England in the Indices of Deprivation. Only Kensington and Chelsea have a starker contrast between wealth and deprivation in one borough.

We employ 30 people, and we have 50 volunteers. Around 70% of enquiries are related to benefits and debt. We have a money advice team funded by the Greater Merseyside Money Advice Partnership (GMMAP) via a service level agreement with The Money Advice and Pension Service. We are also funded by Public Health in a multi-agency partnership led by Sefton Council for Voluntary Service – Living Well Sefton. Our welfare rights team work within this network and we also work within foodbanks, community groups and Clock View, a mental health hospital. Our aim is to tackle poverty and social injustice. We have recently added a housing outreach advice service as housing issues are becoming more prevalent in Sefton. We work with Citizens Advice Liverpool to provide a tribunal representation service. In addition, we also provide a wellbeing mentoring service and financial resilience.

We recruit local volunteers who train as assessors, advisers, admin, reception, and support roles or who undertake research and campaigns work based on client evidence. Our Board of Trustees are also volunteers.



## Terms and conditions

Salary £25,819

Hours 35 hours (part-time to be negotiated)

Contract type: Permanent

Annual Leave: 28 days plus Bank Holidays (part time pro-rata)

Location: Sefton, Merseyside

Office hours: 9am – 5pm Mon-Fri

Pension: 7% (If you pay at least 1% salary contribution into the stakeholder scheme we will top this up to the required 8%)

### What we offer to our staff

- A contribution of 7% of your salary into a Stakeholder Pension
- Consideration for Hybrid working options
- Professional and advice sector recognised training
- Cycle to work scheme.
- Free VDU eye care test
- Employee Assistance Programme

Application is via online application form – [www.seftoncab.org.uk/jobs/](http://www.seftoncab.org.uk/jobs/) or email [recruitment@seftoncab.org.uk](mailto:recruitment@seftoncab.org.uk) or telephone 0151 282 5650 for paper copies.

Please note: **Closing date for applications: Friday 10<sup>th</sup> May 12pm 2024**

In-person or online interviews to be held on: **17<sup>th</sup> May 2024.**

## Job Description



### The role

This role offers the unique opportunity to make a tangible difference in the lives of individuals facing challenges, providing them with the guidance, support, and tools they need to navigate complex issues.

We are looking for an experienced adviser to join our existing team of passionate and dedicated advisers, caseworkers and financial capability workers to help people in Sefton with the problems they face.

The post holder may be required to work from other office locations in Sefton and will deliver advice sessions in South Sefton foodbanks. The adviser will provide a general advice service to members of the public, however welfare benefits and universal credit are the dominant areas of advice needed. The adviser will work closely with the welfare rights and money advice teams in Citizens Advice Sefton and with Living Well Sefton partners, mentors and neighbourhood partners

Empowering clients to understand and manage their situation is key, as is working with partner agencies and organisations to broaden access to our services and ensure holistic support. Your involvement will also extend to advocating for change based on client experiences and actively participating in the evolution of our services to meet emerging needs. Through your efforts, you will not only assist individuals in immediate need but also contribute to broader systemic improvements, enhancing our advice services for the future.



## **Job Description**

### **Advice giving**

- 1 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.
- 2 Research and explore options and implications so that clients can make informed decisions.
- 3 Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning
- 4 Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- 5 Ensure that all work conforms to the office manual and the Quality Standards as appropriate.
- 6 Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

### **Research and campaigns**

- 7 Assist with social policy research and campaigns work by providing information about clients' circumstances via appropriate channels
- 8 Alert clients to research and campaigns options.

### **Professional development**

- 9 Keep up to date with legislation, policies and procedures and undertake appropriate training.
- 10 Read relevant publications and attend relevant internal and external meetings as agreed with the line manager.

### **Administration**

- 11 Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure IT information assurance training is completed on an annual basis.
- 12 Ensure that all work conforms to our systems and procedures.
- 13 Provide statistical information on the number of clients and nature of cases.

## **Other duties and responsibilities**

- 14 Complete the required training to comply with quality assurance processes.
- 15 Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- 16 Demonstrate commitment to the aims and policies of the Citizens Advice service.
- 17 Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



## Person specification

<b>Experience</b>	<b>1</b>	Recent experience of advice giving in Citizens Advice or similar advice setting
	<b>2</b>	Ability to advise in welfare benefits and other social welfare issues
	<b>3</b>	A thorough understanding of the issues involved in interviewing and working with clients, and in particular vulnerable people.
	<b>4</b>	Proven ability to work well in a busy, pressured environment, work as part of a team but also able to work without direct support and supervision at times.
	<b>5</b>	Experience of explaining complex information to clients and checking accuracy
<b>Skills and Knowledge</b>	<b>6</b>	Good understanding of social welfare law enquiry areas
	<b>7</b>	Understanding and willingness to commit to the aims and principles of the Citizens Advice service.
	<b>8</b>	A good understanding of equality and diversity issues and policies.
	<b>9</b>	Good verbal and written communication skills with the ability to advocate on behalf of clients when necessary.
	<b>10</b>	Excellent interpersonal skills, including the ability to relate and work with a diverse range of people and organisations
	<b>11</b>	Understanding of the issues affecting society and their implications for clients and service provision
<b>Other</b>	<b>12</b>	A commitment to continuous professional development.
	<b>13</b>	Ability to prioritise own workload, meet deadlines and work flexibly.

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with Citizens Advice national policy the successful candidate may be screened by the Disclosure and Barring Service (DBS). However, a criminal record will not necessarily be a bar to your being able to take up the job.



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