

**Ad-hoc Adviser**

Job pack

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| **Want to chat about this role?**  If you want to chat about the role further, you can contact [jobs@arunchichestercab.org.uk](mailto:jobs@arunchichestercab.org.uk) |

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| **Our values**  **We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.  **We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.**  **We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively. |
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 **The purpose of the role**

Arun & Chichester Citizens Advice are seeking an ad hoc adviser to support across the service where there is gaps from sickness, annual leave and other absence.

This post will provide advice across income maximisation, including benefit checks, budgeting and debt management but will also include topics such as housing and employment, as well as assisting with benefit appeals, energy advice and accessing grants.

Client contact may be at the local Citizens Advice office, local outreaches, remotely or at clients' homes, depending on service needs. You’ll need to be confident in using IT and able to adapt your approach depending on your client’s needs. You’ll need to demonstrate a non-judgemental approach.

 **Role profile**

**Key Duties/Accountabilities**

1. Empowering clients
2. Act impartially when presenting options.
3. Be able to work with clients 1-to-1.
4. Keep accurate records of progress, where appropriate.
5. Highlight issues in a professional manner.
6. Communicate well with clients and other team members.
7. Work well with volunteers.
8. Able to problem solve independently.

**TRAINING**

1. Keep informed of new and changing guidance.
2. Keep up to date with all the regular Citizens Advice circulars and information items.
3. Attend regular training to develop knowledge, skills and expertise.
4. Participate constructively in team meetings.

**ADMINISTRATION**

1. Ensure that the information sources in use are up to date.
2. Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions.
3. Be responsible for own file management and implement administrative procedures as directed by Line Manager.
4. Record outcomes on the database throughout the case management process.
5. Contribute to reports for Line Manager giving update of project, including all financial outcomes and a sample of case studies.

**POLICIES OF CITIZENS ADVICE**

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.
2. The post holder must have due regard in the planning and execution of their duties and at all times to the aims, principles and policies of ACCA and Citizens Advice.

 **Person specification**

* Good understanding of Data Protection and Safeguarding
* Able to work in a non-judgemental way
* Able to prioritise and work to deadline
* Good numeracy skills
* Confident IT user
* Able to work as a team and independently
* Able to travel throughout the Arun and Chichester District

**What we give our staff**

* Workplace pension available
* Employee Assistance Programme
* Commitment to continued professional development
* Supportive and flexible employer
* An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community