

**Community Mental Health Teams Outreach Worker**

Job pack

Thanks for your interest in working at Arun and Chichester Citizens Advice. 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 values
* 3 things you should know about us
* Overview of Citizens Advice
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**  If you want to chat about the role further, you can email [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. |
| |  |  | | --- | --- | |  | **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**

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| 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 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 provide a high quality, effective and efficient advice and information service to Community Mental Health Teams service users and to undertake social policy work in accordance with the aims and principles of Citizens Advice and the requirements of its Membership Scheme.

 **Role profile**

**MAIN DUTIES AND RESPONSIBILITIES**

1) **Advice Work**

1.1 To interview clients, both face-to-face and on the telephone, providing appropriate advice and information, exploring options and implications to help clients set priorities and make decisions.

1.2 To undertake casework on clients’ behalf, write letters, negotiate with third parties, make and accept referrals and to arrange tribunal representation.

1.3 To maintain clear and accurate case records that meets the quality standards of the Membership Scheme. To maintain records as required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation.

1.4 To seek support as necessary to ensure quality of advice, good practice and that the degree of casework taken on is appropriate.

1.5 To co-operate with the arrangements of the Advice Session Supervisor(s) in

delivering the advice service.

1.6 To promote the project’s service and maintain the additional records needed by the project for its reports to funders.

1.7 To liaise with statutory and voluntary organisations such as Department of Work and Pensions, Social Services, and community organisations as appropriate and to keep in touch with local issues, changes in local policies and services.

2) **Training and Professional Development**

2.1 Keep informed of new and changing legislation relevant to the post and of local

issues/policies.

2.2 Read the regular Citizens Advice circulars and information items.

2.3 Attend regular training to develop knowledge, skills and expertise.

2.4 Participate constructively in team meetings.

2.5 Use computers in areas relevant to the post. The post holder must be willing to undergo training in Information & Communication Technology and case management software and apply it as needed to carry out the tasks of the post.

2.6 Assist in the recruitment and training of volunteers from the local community.

3) **Social Policy**

3.1 Recognise the root causes of problems and contribute social policy evidence in line with the twin aims of the Citizens Advice service, highlighting issues of concern to disadvantaged groups and clients in general.

3.2 Participate in local and regional social policy initiatives developed by ACCA, its projects and partner organisations.

4) **Administration**

4.1 Ensure that the information sources in use are up to date.

4.2 Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions.

4.3 Be responsible for own file management and letter writing and implement

administrative procedures as directed by Line Manager.

* The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.
* 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.
* The post holder will be expected to play an active part as and when required in securing resources for the ACCA service.
* To attend meetings within ACCA and to represent as required within Citizens Advice and to other organisations.
* A mileage allowance will be paid in respect of travel from the post holders’ office to the outreach venues.
* In addition to the above tasks and duties, the post holder will be required to undertake such other tasks and duties identified as being generally compatible with the post and the aims of ACCA.

 **Person specification**

1. An understanding of the kinds of issues someone under a mental health service may need support with from Citizens Advice.

2. A good understanding of safeguarding and what it means in practice.

3. Experience of adapting communication for different audiences.

4.An understanding of how the principles of equity, diversity and inclusion relate to this post.

5. Able to confidently support clients in crisis.

**Essential:**

* Able to work unsupervised
* Good IT skills
* Good communication skills
* Willing to train to adviser level ASAP

**Desirable:**

* Experience supporting people with mental ill health
* Knowledge of disability benefits

**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