



# Warm Spaces Community Ambassador Job pack

## 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)



## The purpose of the role

Arun & Chichester Citizens Advice are pleased to be working alongside other Citizens Advice offices in Sussex to raise awareness of support available to help keep people safe and well this Winter.

You'll be based in community warm spaces such as libraries, churches and hubs to engage clients in short conversations about energy, food and money, referring or signposting them to support and capturing data based on those conversations. You'll have access to a selection of leaflets, sources and information around the key topics but will be encouraged to research where necessary.

You'll need to reach targets of number of clients seen in a session, so it'll be important to ensure you're proactive in moving locations if the venue you're in lacks clients. It'll be up to you to contact venues prior to attending to arrange a suitable time.

You'll need to demonstrate a non-judgemental approach and comfortable proactively speaking to people. You'll need to use Microsoft Forms and our systems to capture client data accurately.



## Role profile

### KEY DUTIES/ACCOUNTABILITIES

1. Approach clients accessing community support.
2. Tailor information to client needs whilst ensuring the key topics are spoken about.
3. Act impartially when presenting options.
4. Keep accurate records of progress.
5. Highlight issues in a professional manner.
6. Communicate well with clients and other team members.
7. Work well with volunteers and other staff.
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. 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**

1. Ability to use systems to collect, collate and share information about project achievements and outcomes.
2. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
3. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
4. Proactive in reaching targets.
5. Clear understanding of confidentiality and Data Protection and how the principles apply to this role.

## **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