

**Job title:** Trainee Adviser

**Responsible to:** Advice Session Supervisor

## **Purpose of the role**

To provide advice focused on a range of issues including welfare benefits, housing, debt, and discrimination. You will be providing advice by phone, email and face to face, to support clients with the problems they face.

To help people to understand their rights and responsibilities by exploring their problems in depth. You'll encourage clients to take responsibility for completing actions to resolve problems themselves, and provide casework and advocacy for those who need more support.

This is primarily an office-based role; our current working pattern is Tuesday, Wednesday and Thursday in the office, and Monday and Friday working from home.

## **Key work areas and tasks**

### **Advice giving**

- Interview clients using sensitive listening and questioning skills in order to enable clients to explain their problem(s), empower them to set their own priorities, and enable you to identify further support where needed.
- Use Citizens Advice resources to find, interpret and communicate relevant information to clients and enable them to make informed decisions.
- Act for the client where necessary by referring internally or to other specialist agencies as appropriate.
- Ensure that all work meets quality standards and the requirements of the funder.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Complete the required training to comply with quality assurance processes.

### **Research and Campaigns**

Help to develop and sustain effective working relationships with other voluntary, community, faith and statutory organisations, network with other professionals

in the advice work field, and represent the service at meetings with other agencies as appropriate.

### **Professional Development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with line manager.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.

### **Administration**

- Use of telephone and IT equipment for delivery of advice services.
- Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure mandatory training is completed on an annual basis.
- Ensure all work conforms to the organisation's systems and procedures.

### **Other duties and responsibilities**

- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

### **Person specification**

#### **Essential criteria:**

1. Ability to interview clients using sensitive listening and questioning skills.
2. An understanding of the importance of procedures and supervision and the willingness to work to Advice Quality standards.
3. Attention to detail and demonstrable ability to maintain accurate, up to date records whilst working for a busy service.
4. Ability to take a brief, ensure the task is understood and then work independently.
5. Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
6. Ability to monitor and maintain own standards and manage time effectively.

7. Ability to use a variety of IT / digital systems and packages.
8. Commitment to delivering high quality service.
9. Open to continual learning and training as required by the role.
10. Understanding of the issues affecting society and their implications for clients.
11. Ability to work sensitively with clients with a range of issues and be aware of own health and wellbeing needs in relation to work.
12. Ability to research, analyse and interpret complex information.
13. Ability to understand statistics and check accuracy of calculations.
14. Able to work within data protection regulations.
15. The ability to work effectively as part of a team.
16. Ability to communicate effectively and sensitively with people from diverse backgrounds.

### **Desirable**

- Generalist advice experience in a Citizens Advice setting.