



Telephone and Digital Adviser

Job pack

Thanks for your interest in working at Citizens Advice Staffordshire South West. 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 and Citizens Advice Staffordshire South West
- The role profile and personal specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Jane Whitehouse by emailing jane.whitehouse@citizensadvicessw.org.uk or calling 07736924931



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.

How Citizens Advice Staffordshire South West works

The Citizens Advice service has had a presence in Staffordshire since 1939. As a charity, our community-based service has always strived to help anyone who needs it. We are well known, well established and a well-respected organisation that has grown and diversified over 80 years.

Citizens Advice Staffordshire South West has 120 volunteers and staff who work with over 10,000 people to address more than 30,000 issues every year, providing free, independent, impartial and high quality advice. Our service gives people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We provide face-to-face support at our five main offices and additional outreach venues across the districts of Stafford Borough, Cannock Chase and South Staffordshire. Further support is available by telephone, email and web chat so

clients can access the service in a way that suits them.

The main areas of advice we provide are welfare benefits, universal credit, debt, housing, fuel poverty, employment and family matters and we are the only service who is there to support everyone whatever their issue. We provide additional specialist casework services for debt and housing. Further specialist services include Victim Gateway, Pensionwise and Building Better Opportunities. We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people's lives.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

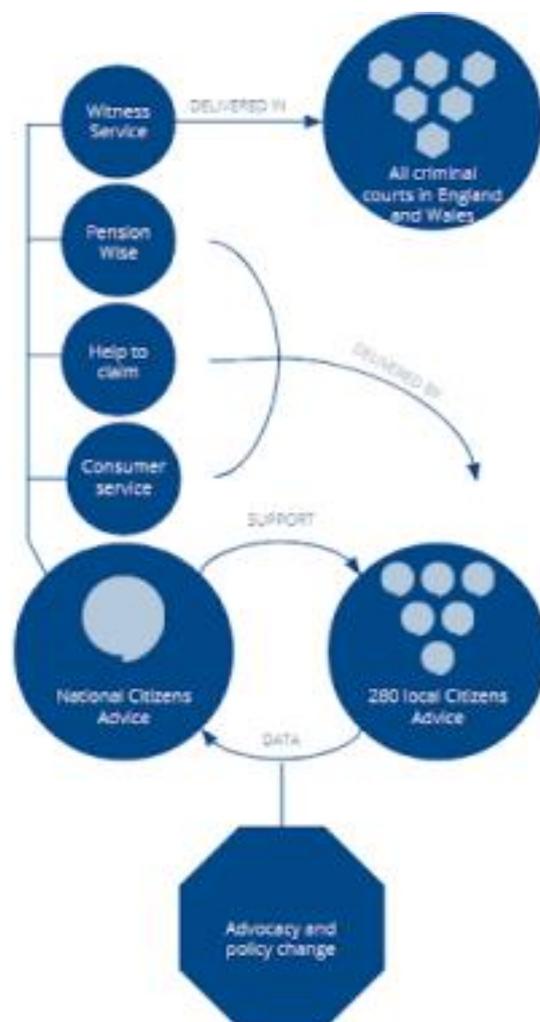
This role sits our network of independent charities, delivering services from

- 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

Reporting to the General Advice Team Leader, the Telephone and Digital Adviser will work as part of a multi skilled team to ensure the effective delivery of an advice service to clients through telephone and digital platforms on a range of issues on Citizens Advice Staffordshire South West Adviceline.

Work as part of the General Advice Team to ensure delivery to agreed targets and quality standards of CASSW services.

Role profile

Telephone and digital assessing

- Interview and assess client's problem(s) using sensitive listening and questioning skills, following agreed protocols through telephone and digital channels.
- Identify key information about the problem including time limits, key dates and requirements for urgent advice or action (using the Citizens Advice public website, scripts and any other diagnostic tools as necessary).
- Assess and agree to the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources.
- Provide assisted information or signposting as appropriate (using Citizens Advice public website and other appropriate websites).

Advice giving

- 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.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- 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.

Research & Campaigns

- Assist with research & campaigns work by providing information about clients' circumstances through the appropriate channel.
- Complete CA evidence forms as and when appropriate.
- Contribute to local and national campaigns as and when required.
- Alert other staff to local and national issues.

Administration

- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and

campaigns and funding requirements, record keeping and document production.

- Ensure all work conforms to the organisation's systems and procedures.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to debt advice work and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the Team Leader or Line Manager.
- Prepare for and attend supervision sessions/team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

Other duties and responsibilities

- Carry out any other tasks 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 principles of the CA service.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.

Person specification

Essential Criteria

- Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- Proven understanding of equality and diversity and its application to the provision of advice.
- Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
- Ability to understand statistics and check accuracy of calculations.
- Experience of Citizens Advice's advice needs assessment or equivalent.
- Recent experience of Welfare Benefits and generalist advice work.
- Experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment.
- Ability to make records of assessments in accordance with Citizens Advice case recording standards.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Effective written and oral communication skills with particular emphasis on case recording and form filling.
- Ability to use IT systems and packages; and electronic resources in the provision of advice, record keeping and document production.
- Ability and willingness to work as part of a team.
- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.

Desirable Criteria

- Citizens Advice Brief Assessor/Adviser certificate.
- Understanding of the issues affecting society and their implications for the client and service provision.
- Experience of providing advice or information by telephone and through other digital media.
- Experience of delivering advice and providing information by web chat and email.
- Experience of working with volunteer advisers.

In accordance with Citizens Advice national policy, we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

What we give our staff

- **A competitive salary**
- **Regular training opportunities**
- **WorkPlace Pension Scheme**
- **Support to carry out your role**
- **Opportunities for career progression**