



Hart Portsmouth
Rushmoor
Joining Forces for Families



Job Role; Advice Caseworker/ Adviser

- 22.5 hours per week (3 days)
- FTE Salary – £21,500 (£12,900 pro-rata + 5% Pension Contribution)
- Secondment or Fixed Term Contract for 2 years

Reporting to: Project Manager

Job Purpose:

- To provide an independent, impartial and confidential advice service to serving personnel and their families in armed force bases across Hampshire
- To develop knowledge and resources specifically relevant to the armed forces communities
- To deliver the service in line with Citizens Advice standards and its quality of advice framework

Main duties and responsibilities

1. Service delivery:

- 1.1. Working closely with the armed forces welfare team, provide an advice service to the serving personnel and their families through outreach appointments, telephone or other channels as appropriate
- 1.2. Use Advisernet information from Citizens Advice and other approved sources to assist clients to find a way forward with their problem
- 1.3. Develop knowledge of other agencies that can be signposted to assist the armed forces community
- 1.4. Maintain an accurate and up to date records for all clients using Citizens Advice case management system ,ensuing funder codes are used to capture key outputs of the service
- 1.5. Negotiate and act on clients' behalf when authorised and appropriate to do so with third parties
- 1.6. Deliver the service in line with Citizens Advice Performance Quality Framework
- 1.7. Ensure all services are delivered in line with the value of confidentiality , information assurance processes and office manual policies
- 1.8. Develop knowledge and expertise to deliver an effective and up to date service - taking ownership for personal continued professional development
- 1.9. Provide in depth knowledge to colleagues and be an expert source of information to the project as a whole about one of the following advice areas-money advice, housing or family relationships

1.10. Attend training, internal/ external meetings as appropriate and as directed by the Project Manager

2. Other Duties:

1.11. Supervision of casework and advice including case checking and independent file reviews (this is only required for one of the roles and consideration will be given to increased hours/ pay to reflect this additional responsibility())

1.12. Adhere to health and safety, information assurance policies and have due regard to other members of the team and organisation.

1.13. Additional tasks which may arise appropriate to the grade and nature of the job.

Experience and Knowledge

- Ability to commit to and work within the aims, principles and policies of the Citizens Advice service
- At least 2 years proven ability of delivering advice as a Citizens Advice caseworker or generalist adviser or equivalent experience
- For the role that combines supervision duties, Citizens Advice supervision qualifications, experience
- Knowledge of casework procedures and quality of advice requirements, including challenging decisions and appeals
- Ability to listen and question sensitively whilst maintaining control of the situation
- Ability to relate to clients identifying the best way forward to resolve their problems
- Experience of taking responsibility for managing key tasks, priorities and for meeting deadlines
- A commitment to continuous professional development, including a willingness to develop own knowledge and skills in advice topics related to the project's aims.

Skills

- Knowledge of (or an ability to develop this) and appreciation of the problems faced by the armed forces serving personnel and their families
- Good communication skills - both written and spoken
- Ability to be non judgemental , open minded and approachable
- Organised and able to sift through complex information to enable effective focus on priorities
- Good IT skills
- Able to work remotely and be self motivated as well as willing to contribute to a wider team

Qualifications

- Clean Driving Licence
- Citizens Advice Generalist Adviser level certificate as a minimum

- Giving Good Debt Advice certificate (*this can be obtained during employment subject to appropriate experience and knowledge being demonstrated*)
- This role may require the successful applicant to apply for an enhanced DBS check