



Projects Adviser

Job Pack

Thanks for your interest in working at Citizens Advice Hart. 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:

- The role profile and personal specification
- Terms and conditions
- What we give our staff
- Overview of Citizens Advice and Citizens Advice Hart

Want to chat about this role?

If you want to chat about the role further, you can contact us by emailing people@citizensadvicehart.org.uk



The role

As a Projects Adviser, you will provide advice and support to clients both at our office and in outreach locations across Hart District, reaching those who may not otherwise be able to access our services facing a range of issues including financial difficulties, housing, employment, family, and health.

Working with an enthusiastic team of staff and volunteers, you will be engaging with clients throughout the community to give them the tools and knowledge to find a way forward.

We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skilfully with clients who are vulnerable and distressed and you will have proven skills in working in a busy environment.

 **Projects**

In addition to our core service, we receive project funding to deliver specific advice and outcomes to clients. As part of this role, you will work flexibly to meet the needs of different projects subject to funding requirements.

We run several projects and services including supporting people leaving hospital - Home & Well, Advice First Aid to upskill community staff and volunteers, Foodbank, Outreach, Financial Resilience, Energy Advice, Digital Exclusion and Gambling Harms. We are forward thinking and ambitious to develop new services to support the people who need us most.

 **Job profile**

Job Title:	Projects Adviser
Location:	Our main office is located in the Civic Offices, Harlington Way, Fleet, GU51 4AE. Services are also provided in outreach locations across the Hart District area to which you will be expected to travel.
Role purpose:	<p>Reporting to the Head of Services and working with the Advice Services Manager and Advice Supervisors, you will meet clients to help them overcome presenting issues including, but not limited to, financial hardship, housing, employment, family and health related matters.</p> <p>You will meet clients both one to one and in group settings, providing tailored information and advice to meet their needs. You will also work with other local community organisations to promote and deliver this work.</p> <p>You will be expected to work to the quality of advice standards required by Citizens Advice, to treat everyone equally, work as part of a team and have excellent communication skills including the ability to answer telephone and electronic enquiries.</p>
Key work areas and tasks	Working with clients <ul style="list-style-type: none">• Meeting clients face to face at our office and in outreach settings, or via telephone and email contact.• Using sensitive listening and questioning skills to allow clients to explain their problems and empower them to address these, ensuring you understand the presenting issue and any underlying causes.

- Identify key information about the problem including potential discrimination, time limits, key dates and any requirement for urgent advice or action.
- Using our internal information system and other trusted sources to find, interpret and communicate relevant information to the client in a way they can understand.
- Explore options and implications to enable the client to make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting letters and communicating on their behalf.
- Refer or signpost the client as appropriate, internally or to third parties
- Clearly communicate the agreed next steps with the client
- Working flexibly to make reasonable adjustments for clients where applicable

Administration

- Accurately record and input client data and case notes in line with the Citizens Advice quality standards and local procedures, using secure IT systems
- Measure and input outcomes in line with local office and project KPIs
- Monitor key statistics for reporting purposes
- Produce client case studies

Research and campaigns:

- To assist with research and campaigns work by identifying unfair policies on a national and local level and highlighting these to the research and campaigns team through completion of Evidence Forms.

Professional development:

- Undertake any training required to meet Citizens Advice adviser competencies and specific project requirements.
- Keep up to date with legislation, policies and procedures through ongoing training and attending team meetings

Stakeholder engagement

- Develop and maintain strong partnerships with existing and potential stakeholders, statutory and voluntary agencies

Equity and Diversity

- Promote and work within an environment that is equitable, accessible and inclusive to all clients, staff and trustees

	<p>Other duties and responsibilities</p> <ul style="list-style-type: none"> • To carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service. • Comply with all the organisation’s published policies and procedures • Uphold the aims and principles of the organisation
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Person specification

1. A commitment to the aims and policies of the service.
2. Experience in delivering generalist advice on a variety of topics, including benefits, debt, housing and employment.
3. Possess interpersonal skills, including sensitive listening and questioning skills to understand the needs of others.
4. Able to use IT systems to input data for record keeping and navigating online information systems.
5. Ability to engage with service users/clients, including challenging clients and those in vulnerable and distressing situations.
6. Willing to work within guidelines, protocols and procedures, taking feedback in a constructive manner
7. Ability to work to targets and use time effectively.
8. Able to work on one's own initiative, prioritising caseload to meet deadlines.
9. Have a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas.
10. Able and willing to work as part of a team, collaborating with staff, volunteers and external stakeholders.
 - Permanent
 - Full time (hours may be negotiable for the right candidate)
 - Fleet - office based plus outreach



Terms and conditions

The terms are:

- Salary £28,500 FTE

Our standard terms and conditions include

- 37.5 hours is a FTE working week 0900-1700 with 30 minute break
- 25 days holiday plus bank holidays (holiday year runs January – December)

- 5% employer pension contribution to People's Pension personal pension scheme- with 3% minimum employee contribution

We provide

- IT equipment and reasonable adjustments
- Free parking
- Tea, coffee and biscuits
- Social events
- A warm and friendly team



What we give our staff

One of our key strategic objectives is to 'Promote a culture of inclusivity and growth'.

We prioritise learning and development to both fulfil individual potential and to meet our strategic plan objectives. We also nurture a supportive team approach reflected in our behaviours to each other including well-being and dignity at work.

Our Trustee board ensures that our workplace is a healthy and safe one and reviews policies to ensure they are fit for purpose and available to all.

We conduct an annual people survey which gives us feedback about how we can improve our support to those who work and volunteer for us and we hold regular team meetings to enhance communication and teamwork. In our last survey 100% said they would recommend working at Citizens Advice Hart and 100% said we cared about their wellbeing.



Citizens Advice Hart Aims

Vision:

Finding a Way Forward

Statement of Purpose:

To ensure that all individuals within our community are heard and understood, whatever challenges they are facing, guiding them with care to confidently find a way forward.

About Citizens Advice Hart

Citizens Advice Hart is an independent charity and a member of the national [Citizens Advice network](#).

Citizens Advice Hart provides a free, independent impartial and confidential advice service to around 4,000 people each year. We help our clients find a way forward with a range of problems including accessing benefits, managing debt, resolving employment, consumer, family relationship and housing issues. We operate from an office in Fleet (North Hampshire), remotely and at outreach locations across Hart District.

Our service is run by around 40 volunteers and 16 part time staff. Our advice facing roles operate across different channels such as face-to-face appointments, email and telephone as this makes our service far more accessible to our clients.