

Job Description

TITLE:	ASK US WIRRAL ADVISER
REPORTING TO:	Advice Team Leader
HOURS OF WORK and SALARY:	Up to 35 hours per week £20,025 pro rata
LOCATION:	HOME WORKING OR ANY WIRRAL VENUE (as required)

MAIN PURPOSE

This adviser role will provide general advice to clients in a variety of ways: via referrals from partner organisations; through incoming calls and email; outbound telephone calls; web-chat; face to face video conferencing and at outreach settings (if Covid 19 rules allow) and, in the future, other Digital channels e.g. Social Media.

The Adviser's role is to explore the client's issue and then provide information and advice relating to the client's options.

- Initially to identify and support those clients who can self help or need assisted information. Alternatively, if the client needs full general advice, to provide this immediately or to arrange a further appointment.
- Advisers will research all client options, complete basic form filling, explain rights and responsibilities, negotiate with third parties, identify entitlement to support, and provide budgeting advice.
- Advisers are required to ensure electronic client information and records are accurate, reflect the advice given and comply with the Quality Advice process.
- The advisor will pass clients onto Caseworkers if they require support for complex issues, if they are vulnerable or they are adults with mental health problems whose issues cannot be dealt with by the Adviser.
- Use the electronic information system and relevant reference books to find, interpret and communicate the relevant information.
- Ensure that all advice conforms to the organisation standards and the AQS.

- Ensure that all work conforms to the organisation's systems and procedures.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- Ensure GDPR compliant training is completed on an annual basis.
- Ensure all work conforms to Citizens Advice Wirral's systems and procedures.
- Demonstrate a 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.
- Recognise the importance of safeguarding procedures within the organisation ensuring that any concerns, disclosures or allegations of abuse are immediately and correctly reported.
- To attend occasional out of hours events in conjunction with the work of Citizens Advice Wirral and participate in fund-raising activities.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

ADVISER ROLE: Person Specification

NOTE TO APPLICANTS: Whilst all criteria below are important, those under the **essential** heading are the key requirements. You should pay particular attention to these areas and **provide evidence/examples of meeting them**. Failure to do so may mean that you are not invited for an interview.

Essential Criteria	Requirements, Skills, Knowledge and Experience etc.
1	Excellent communication skills, with the ability to question, interview and assess clients to get to the root of the issues, whilst maintaining control of the conversation.
2	Demonstrable experience of using a range of IT systems and packages confidently and competently.
3	Ability to research, analyse and interpret complex information and produce and present clear advice verbally and in writing.
4	Level 2 qualifications (GCSE or equivalent) in maths and English with the ability to understand statistics, calculate benefits and complete financial statements as well as write up accurate case notes, letters and reports.
5	An understanding of at least one of the main enquiry areas of debt, welfare benefits, housing and employment and a commitment to develop knowledge and understanding of these areas within the first 2 months of employment.
6	Ability and willingness to work as part of a team and have a flexible approach as and where required by client needs. Flexibility to work out of hours if required.
7	Understanding of and commitment to the aims and principles of the Citizens Advice service and commitment to equality, diversity and inclusion.
Desirable	
8	Demonstrate an understanding of issues facing vulnerable clients, many with mild-moderate mental health problems.
9	Skills and knowledge to create positive case studies for funder reports and assisting in and gaining service users feedback to improve and enhance services.

COMPLETED BY CJE

December 2021