



Generalist Adviser Job pack

Thank you for your interest in working at Citizens Advice Swansea Neath Port Talbot. 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 Swansea Neath Port Talbot (CASNPT).

In this pack you'll find:

- Our values
- 4 things you should know about us
- The role
- Role profile
- Person specification
- Terms and conditions
- What we give our staff
- Equality and diversity at Citizens Advice Swansea Neath Port Talbot

Want to chat about this role?

If you want to chat about the role further, you can contact **Julie Browne** by emailing Julie.browne@citizensadvicesnpt.org.uk

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.

4 things you should know about us

1. **We provide free, confidential, independent and impartial** advice to everyone on their rights and responsibilities and we value diversity, promote equality and challenge discrimination.
2. **We're local and we're national.** Citizens Advice have 6 national offices and offer direct support to people in over 300 independent local Citizens Advice services across England and Wales of which Citizens Advice Swansea Neath Port Talbot is one.
3. **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.
4. **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.

The role

We are looking for someone with excellent communication, interpersonal and organisational skills. We need a confident, motivated individual with lots of initiative, who can work particularly well independently as well as part of a team.

We are seeking candidates who are adaptable and responsive to change, who can work to tight deadlines - with a strong commitment to working as part of a dynamic and multi-skilled team within a busy local office.

You will be:

- Working as part of a team of Advisers, contributing to the development of the service, ensuring that the LCA provides the best possible service to presenting clients.
- Advising and supporting clients seeking advice on benefit or debt problems. In particular, gathering information and assisting the client to ensure that the best possible outcome is achieved.
- Keeping up to date with relevant developments in the information area to ensure that the client receives the most up to date support and advice.

Reports to: Core Services Manager

Responsible for: The delivery of high quality advice; particularly Debt and Benefits Advice.

Accountable for: The Local Citizens Advice Swansea Neath Port Talbot (LCA) meeting funder and Citizens Advice Swansea Neath Port Talbot Membership Scheme requirements.

Location: Neath, Port Talbot or Swansea. The post holder may be asked to work at any of our locations on a temporary or permanent basis for training or service delivery purposes.



Role profile

Salary at appointment:	SCP 10 - 15; (£23,014 - £25,409) pro rata, per annum and depending on experience
Hours:	37hrs
Term:	Permanent

Key accountabilities

Advice/Supervision of Advice – Benefits

- Provide advice covering the full range of topics; including Debt and Welfare Benefits.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Ensure income maximisation through the take up of appropriate benefits or other services e.g. social tariffs in respect to utilities.

Advice/Supervision of Advice – Debt

- Act for the client where necessary, drafting letters, budgets and financial statements and carrying out any calculations as appropriate
- Negotiate with third parties as appropriate

Advice – General

- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Make home/outreach visits as necessary.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Provide advice and assistance to other staff across the whole range of Welfare Benefits and debt issues.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard /other funding requirements, as appropriate.

- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to the LCA's systems and procedures.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to the job role and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with service initiatives for the improvement of services.

Administration

- Review and make recommendations for improvements to LCA services.
- Contribute to the maintenance of local information systems.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to LCA work and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies.
- Maintain a library of reference material and case law.

Public relations

- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.
- Protect the organisational reputation and seek opportunities for promoting the organisation.
- Promote the service to local partners and the general public.
- Advertise volunteering opportunities and take part in volunteering activities.

- Promote use of online referrals facility to local organisations.

General

- Comply with the LCA Policies and Procedures.
- Ensure that the LCA principles and values are lived and modelled at all times demonstrating commitment to the aims of the Citizens Advice Swansea Neath Port Talbot service.
- Support the development, engagement and participation of volunteers throughout the LCA demonstrating the value the organisation places on their contribution.
- Participate constructively in staff and other meetings to support communication channels within the LCA.
- Be an active and positive member of the team.
- Comply with all health and safety policies and guidelines, taking responsibility for your own safety and that of colleagues.
- Promote and support positive working relationships between all areas of the LCA, working in a collaborative and co-operative manner to ensure that the highest quality and service standards are maintained.
- Attend staff meetings, learning and development activities and staff supervision meetings as required.
- Maintain up to date knowledge of information relevant to the post and the service sharing this knowledge with other members of the team as required.
- Encourage the application of diversity and equality in all areas.
- Uphold information assurance, data security, confidentiality and other client care practices.
- Understand the requirements of data protection and be able to explain them.

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. This is not an exhaustive list of tasks and the post holder may be asked to undertake any other reasonable duties in connection with their post.

Job Descriptions are reviewed frequently and may be amended at any time in accordance with the needs of the Local Citizens Advice. This job description does not form part of your contract of employment



Person specification

Knowledge

- A. Demonstrable knowledge of the Welfare Benefits system. **E**
- B. Demonstrable understanding of the processes involved in dealing with debt cases. **E**
I.e. Knowledge of the different types of debt and the options available to people. **E**
- C. Understand the issues involved in interviewing clients. **E**
- D. Demonstrate understanding of social trends and their implications for clients and service provision. **D**
- E. Understanding of and commitment to the aims and principles of the Citizens Advice Swansea Neath Port Talbot service and its equal opportunities policies. **E**

Abilities

- F. Effective oral communication skills with particular emphasis on negotiating and representing. **E**
- G. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence. **E**
- H. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures. **E**
- I. Numerate to the level required in the tasks. **E**
- J. Ability to prioritise own work, meet deadlines and manage caseload. **E**
- K. Ability to use IT in the provision of advice and the preparation of reports and submissions. **E**
- L. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. **E**
- M. Ability and willingness to work as part of a team. **E**
- N. Ability to monitor and maintain own standards. **D**

Experience

- O. Experience of making claims for Welfare Benefits. **E**
- P. Experience of liaising with the relevant Benefit authorities. **E**
- Q. Experience of assisting clients with debt issues. **D**
- R. Experience of working with people with mental health issues, or people with disabilities. **D**
- S. Generalist advice work experience. **E**
- T. Experience of establishing and developing partnerships with other agencies and joint working. **D**

Other Desirable Criteria:

1. Numerate to the level required in the tasks.

2. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
3. Ability to communicate in Welsh.

Additional requirements for role:

1. Ability to contribute to and work well within an inventive, responsible and generous organisation/team culture
2. Understanding of, and commitment to, the aims and principles of the Citizens Advice Swansea Neath Port Talbot service in which equality and diversity is embedded throughout
3. Awareness that our clients are at the heart of everything we do
4. Commitment to continuing professional development



Terms and conditions

1. SALARY

As advertised.

2. ANNUAL/TOTAL LEAVE

Annual leave is 28 days pro rata per annum, including statutory holidays, and runs from 1st April to 31st March.

3. PENSION SCHEME

Citizens Advice Swansea Neath Port Talbot provides a pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. LEARNING AND DEVELOPMENT

Citizens Advice Swansea Neath Port Talbot has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice Swansea Neath Port Talbot will be provided and you will be encouraged to take an active role.

5. DISCLOSURE AND BARRING SERVICE (DBS)

A criminal record will not necessarily mean you are unsuitable for the role. Should there be any disclosures; a risk assessment will be carried out in line with the Witness Service criminal record check policy. If the risks are deemed to be too high or if Citizens Advice Swansea Neath Port Talbot is unable to secure insurance for you, employment may be terminated in line with Citizens Advice Swansea Neath Port Talbot's policy.

6. EQUALITY AND DIVERSITY

Citizens Advice Swansea Neath Port Talbot recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice Swansea Neath Port Talbot will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status,

working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

7. DIGNITY AT WORK

Citizens Advice Swansea Neath Port Talbot is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

8. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months.

9. LOCATION

As advertised.

10. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working and job-sharing.

11. HOURS OF WORK

As advertised



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice Swansea Neath Port Talbot means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.



Equality and diversity at Citizens Advice Swansea Neath Port Talbot

Citizens Advice Swansea Neath Port Talbot is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.