

NORTH TYNESIDE CITIZENS ADVICE

Job Description: Trainee Adviser (Community Engagement)

Responsible to: Deputy Chief Executive Officer

Salary: £18,681 - £19,534 per annum

Hours: 37 hours per week

Purpose of the Post: This is a trainee/development post. Whilst carrying out the duties of Community Engagement Worker we also expect the postholder to show a commitment to training and developing into a fully qualified adviser able to progress into other roles within the organisation as opportunities arise. The postholder will carry out day to day Community Engagement activities as described in the job description whilst also undertaking the Citizens Advice, Adviser Learning Programme.

To provide high quality customer service to clients accessing the service – The postholder will work in co-located premises across North Tyneside assessing the needs and capabilities of clients and enabling equal access to the NTCA service. The postholder will work with other partner organisations to ensure clients have access to the service with a focus on those in vulnerable or hard to reach groups.

Day to Day: The postholder will be the front end of the face-to-face service in co-located premises. They will assess the client's issue to determine if the problem is within scope of our service. They will carry out a needs assessment to determine the clients' capabilities with regards to digital access and vulnerabilities that may affect the access channel, means of advice and level of support required. They will support clients and partners to download and use our digital app to request call back for advice within 24 hours. They will have access to our face-to-face appointment system to make appointments for those clients who require that service. The postholder will also commit to undertaking the Citizens Advice Adviser learning Programme to qualify as an Adviser capable of fully advising Citizens Advice clients.

Key Areas of Responsibility

1. To provide a high-quality service to our clients in North Shields, Wallsend and other locations within North Tyneside. Supporting clients to access our service via callback requests, adviceline, digital channels or by accessing face to face appointments.
2. Complete the Citizens Advice Adviser Learning Programme. Carry out Individual/Group/E-learning training and job shadowing to develop the skills to progress to adviser level.
3. Use effective communication skills to fully assess a client's issue.
4. To work effectively with other local partners to deliver a seamless service to clients.
5. To use technology in-keeping with the Service's development of digital services, particularly assisting clients with the use of our digital App or accessing on-line self-help information.
6. Carry out a full capability assessment of the client. Assessing digital capability as well considering other vulnerabilities which may impact the client being able to access our service or to aid in the appropriate channel of advice.
7. Ensuring clients have appropriate access to our adviser's providing advice on Debt and Money, Welfare Benefits, Housing, Employment, Family, Immigration and other issues.
8. To work and travel throughout North Tyneside.
9. To work flexibly within a team environment.
10. To perform other duties as directed by the Line Manager and to ensure the smooth running of the service.
11. To work within the Aims, Principles and Policies of the Citizens Advice service.
12. To contribute to Research and Campaigns work

Planning and Development

The worker will assist the management team in the development of the new service. Gathering appropriate evidence of clients and partners on the success or challenges of the new service delivery model.

Service Delivery

1. To provide face to face support for clients to access our service.
2. To be responsible for the quality of information and support given to clients.

3. Ensure all relevant policies and procedures are followed when providing support whichever method
4. Represent NTCA appropriately and in a professional manner when dealing with partners
5. Work as a member of the team delivering the service.
6. Community outreach work to promote the service and ensure access for those who may have barriers in accessing our service
7. Be responsible for own administration duties

Administration

1. Maintain and monitor effective and efficient administrative systems.
2. Use information technology as required.
3. Maintain complaints procedures in accordance with NTCA guidelines.

Other Duties and Responsibilities

The Trainee Adviser (Community Engagement) Worker will be required to assist in the following duties:

1. The development of links with outside bodies (statutory, voluntary, and private sector)
2. The preparation of the Annual Report
3. Identifying opportunities for the Service's development and undertaking forward planning so the Service is able to respond to local needs.
4. To abide by health and Safety guidelines and share the responsibility for their own safety and that of colleagues.
5. Promote volunteering opportunities within the service, attending events and carrying out promotional activities
6. Any other reasonable duties required ensuring the smooth running of NTCA .

Performance Standards

Performance standards will be continually assessed by the line Manager who will be responsible for the team. You are responsible for meeting the performance standards set for this role. Any under- performance will be addressed and if appropriate, remedial support will be provided. If the required standard is still not achieved and failure to deliver continues, disciplinary action will be taken.

Working conditions

1. The post-holder will be directly responsible to the Deputy Chief Executive

2. Work within a multi-site environment.
3. Comply with NTCA's Covid-19 working practices including working from home when requested.
4. Operate within an Equal Opportunities Policy.

PERSON SPECIFICATION

ESSENTIAL

1. An ability to meet deadlines, work under pressure, meet performance targets and take responsibility for their work.
2. Ability to work proactively on their own initiative for the benefit of the service.
3. An ability to work with minimal day to day supervision and support
4. A flexible 'can do' disposition, able to adjust to an environment of constant change.
5. An ability to work cooperatively to achieve team targets.
6. A commitment to the Aims and Principles of the Citizens Advice.
7. Comprehensive IT skills and knowledge with experience of software and processes, particularly in an advice setting.
8. Ability to prioritise their own work, meet deadlines and manage a workload in a stressful and pressured environment.
9. Ability to handle a high volume of client interactions and assessments

DESIRABLE

10. At least six-months experience of advice work as a paid worker.
11. A driving licence and access to a car.
12. The ability to identify Research and Campaigns issues arising from support work and an ability to analyse and report on those issues.