



# Trussell Trust Adviser Job pack

Thank you for your interest in working at Citizens Advice Woking.

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.

- Our Purpose
- Three things you should know about us
- About Citizens Advice Woking
- The role profile and personal specification
- How to apply

We are looking for a highly motivated person to join our team, who has recent experience of advising clients.

This project involves working in partnership with Trussell Trust Foodbank. You will be responsible for delivering advice in a community location, promoting the service to local stakeholders.

The successful candidate will be required to provide advice on the full range of generalist advice areas, including benefits and debt advice. You will have a good knowledge and an understanding of advice giving and the ability to support clients in a sensitive but empowering way. You will also have strong IT skills and be able to communicate clearly and effectively face-to-face, in writing and over the phone.

You will provide intensive support and make a real difference to the lives of people accessing foodbanks – successfully reducing their need for foodbank support and developing resilience in their lives.

The Citizens Advice service values diversity promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian, and Minority Ethnic people, as they are currently underrepresented in our workforce

## Our purpose

We exist to shape a society where people face far fewer problems. Our national charity and network of local charities are united by this common purpose.

We're driven by our ambition to make things better for people, individually and collectively. We're driven by the power of good advice, to help people solve their problems. And we're driven to change the underlying causes of problems, through our work with governments and other organisations.

## 3 things you should know about us

- We're local and we're national. The national charity has 4 administrative offices in England and Wales supporting the work delivered by around 240 independent local Citizens Advice member Charities.
- 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.
- 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.

# About Citizens Advice Woking

Citizens Advice Woking (CAW) is an independent local charity and a company limited by guarantee. We provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAW provides services in the following locations:

- Woking Town Centre (Provincial House, 26 Commercial Way, Woking GU21 6EN)
  - Telephone advice service via Surrey Adviceline: Monday to Friday, 10am to 4pm
  - Drop-in sessions for initial assessments: Tuesday to Thursday, 10am to 1pm
  - Advice appointments: Monday to Friday, 10am to 4pm
  - Specialist caseworker appointments, by arrangement: Monday to Friday, 10am to 4pm
- The Byfleet Methodist Church, Rectory Lane, Byfleet, KT14 7LL
  - Funded by United Byfleet Charity
  - Drop-in sessions for initial assessments: Wednesday, 12pm to 2.30pm
- Ukrainian Hub, Provincial House, 26 Commercial Way, Woking, GU21 6EN
  - Funded by Woking Borough Council
  - Drop-in sessions for initial assessments, for the Ukrainian community: Tuesday, 10:30am to 2:30pm
- The Mascot Hub, Sheerwater Nursery Building, Blackmore Crescent, Sheerwater GU21 5NZ
  - Drop-in sessions for initial assessments: Thursday, 10am to 12pm
- Sythwood Salvation Army Community Church Woking GU21 3BE
  - Fridays Weekly 10am – 12pm



We also run the following Projects on behalf of different funders:

- I Access Community Drug and Alcohol Service: Funding from Surrey and Borders NHS Trust to provide a generalist adviser to advise on all enquiry areas.
- Trussell Trust Foodbank: Funding to provide a generalist adviser at the Foodbank.
- Refugee Support: Funding from Woking Borough Council to provide welfare benefit advice to support the Syrian and Refugee community and to provide generalist advice to the wider refugee community.

Governed by a Board of 7 trustees, we have a highly skilled workforce to support the organisation. This includes 14 paid staff and around 50 volunteers.

Our generalist advice service is provided by volunteers who carry out reception and administrative duties, give information and advice and have research and campaign roles and are managed and supported by paid staff. We also have paid caseworkers in the areas of welfare benefits and housing.

Woking is often considered to be an affluent area with high levels of employment and rates of home ownership, however there are significant pockets of deprivation across the borough, and our priority is to support the most vulnerable in our community. The main enquiry areas of welfare benefits, debt and housing continue to be the issues that most of our clients need help with.



## Role profile

### Promoting and developing the Service

1. Working with managers to ensure the project's objectives are clearly defined and delivered.
2. Working with and communicate extensively with the food bank team.
3. Work with the support of managers to evaluate and develop the project

### Advice giving

4. Meet and interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
5. Assess client's capability to help determine most appropriate next step to assist the client.
6. Identify key information about the problem including time limits, key dates and requirements for urgent advice or action
7. Use available information sources to find, interpret and communicate the relevant information to clients.
8. Research and explore options and implications so that clients can make informed decisions.
9. Providing support to clients with a clear plan of action to enable them to act for themselves.
10. Undertake advice as appropriate which may include:
  - Completing benefit applications
  - Carrying out energy advice assessments
  - Preparing detailed financial statements based on the clients' circumstances.
  - Support with benefit appeals advising clients on challenging decisions including the strength of their case.
  - Assistance with grant applications

- Assisting clients with other related problems, which could include housing, relationships, and employment issues
11. Refer internally or to other specialist agencies as appropriate.
  12. Maintain detailed case records for the purpose of continuity of advice, information retrieval, statistical monitoring, and report preparation.
  13. Ensure all work conforms to relevant internal and external quality standards, systems, processes, and procedures including Citizens Advice, the Advice Quality Standard, and the Financial Conduct Authority.
  14. Prioritise workload appropriately e.g. ensure deadlines are met, identify emergencies.
  15. Maintain good working relationships with partner agencies.
  16. Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

#### Research and campaigns

17. Support our research and campaigns work including submitting evidence forms and identifying case studies.

#### Professional development

18. Keep up to date with legislation, policies and procedures and undertake appropriate training including annual Data Protection training.
19. Attend relevant internal and external meetings as agreed with your line manager
20. Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
21. Complete the required training to comply with quality assurance processes.

#### Other duties and responsibilities

22. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
23. Demonstrate commitment to the aims and policies of Citizens Advice.

24. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



# Person specification

## Essential

1. Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings
2. Knowledge of one or more enquiry areas (i.e., benefits, debt, housing)
3. Ability to research, analyse and interpret complex information and produce clear case recording notes
4. Ability to communicate verbally concisely and clearly to explain to clients the information and advice required to support them
5. A positive attitude and collaborative approach to working with staff and volunteers.
6. Experience of carrying out benefit checks and supporting people to make benefit claims
7. Strong IT skills and ability to use Microsoft Office 365 and other software as required.
8. Ability to work on your own initiative and monitor and maintain your own standards of work.
9. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
10. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
11. A good up to date understanding of equity, diversity, and inclusion.
12. A commitment to work within the aims, principles, and policies of the Citizens Advice service.

## Desirable

1. Recent experience of delivering welfare benefit advice.

2. Recent experience of working within the Citizens Advice Service.
3. Experience of working sensitively with clients with mental health issues.

In accordance with Citizens Advice national policy, we may request the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



## Terms of Appointment

Job Title:	Trussell Trust Adviser
Location:	Citizens Advice Woking offices & Trussell Trust Foodbank
Hours:	22.5 per week
Salary:	£27,000 FTE (16,200 actual, per annum)
Holiday:	25 days annual leave (FTE) plus public holidays
Contract term:	6 months fixed term, a continuation depends on funding

## How to apply

To apply for the role of Trussell Trust Adviser, please send us your CV and a maximum 2 page supporting statement.

The supporting statement should demonstrate how you meet the criteria outlined in the person specification and outline why you are interested in becoming a generalist caseworker at Citizens Advice Woking.

All applications must be sent to [wokingca@gmail.com](mailto:wokingca@gmail.com)

Closing date for applications: no specific closing date.

Applications will be reviewed on receipt on a rolling basis, and the job vacancy will close when a suitably qualified candidate has been appointed.