

Community Outreach 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.

About the Role

This is an exciting opportunity to join Citizens Advice Woking as part of a new three-year National Lottery Community Fund project supporting residents in the Canalside area.

The Community Outreach Adviser will provide advice and support on issues including welfare benefits, debt, housing and energy, working directly within the community and building strong relationships with local residents, community groups and partner organisations. The role will involve engaging with South Asian communities and other communities where English may not be the first language, helping to ensure that advice services are accessible, inclusive and responsive to local needs.

The post will play a key role in increasing access to advice for people who may face barriers to traditional services, supporting them to improve their financial resilience, wellbeing and independence. Working alongside local residents and volunteers, the successful candidate will help shape and develop the service

through a co-production approach, ensuring that the project is rooted in the community and leaves a lasting legacy beyond the life of the funding.

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
 - Drop-in sessions for initial assessments: Friday 10am to 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 9 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

Service delivery

1. Deliver advice sessions within community venues across Canalside and other agreed outreach locations.
2. Work closely with local community organisations, faith groups, schools, and community leaders to promote the service.
3. Develop and maintain effective working relationships with local partners including community groups and referral agencies.
4. Support the development and ongoing evaluation of the project, ensuring outcomes and targets are achieved.
5. Promote awareness of Citizens Advice services amongst underrepresented communities.

Advice giving

6. Interview clients using sensitive listening and questioning skills to identify issues and support clients to make informed decisions.
7. Assess clients' circumstances and determine the most appropriate course of action.
8. Provide advice and support across the full range of our advice areas, including:
 - Welfare benefits
 - Housing
 - Debt and financial capability
 - Energy and fuel poverty
 - Employment issues
 - Access to charitable grants
9. Support clients with benefit claims, mandatory reconsiderations and appeals where appropriate.
10. Assist clients to prepare budgets and improve financial resilience.

11. Identify safeguarding concerns and follow organisational procedures where necessary.
12. Refer clients to specialist Citizens Advice services or external agencies when appropriate.
13. Maintain accurate and detailed case records using Citizens Advice case management systems.
14. Ensure all work complies with Citizens Advice quality standards, the Advice Quality Standard, FCA requirements, GDPR and organisational policies.

Research and campaigns

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

Professional development

2. Keep up to date with legislation, policies and procedures and undertake appropriate training including annual Data Protection training.
3. Attend relevant internal and external meetings as agreed with your line manager
4. Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
5. 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. Fluency in spoken Urdu and English, as the role involves regularly providing advice and support to clients whose preferred language is Urdu.
2. Experience of providing advice, support or advocacy to vulnerable individuals.
3. Knowledge of at least one key advice area such as welfare benefits, debt, housing or employment.
4. Excellent listening, interviewing and communication skills.
5. Ability to build trust and establish positive relationships with people from diverse backgrounds.
6. Experience of working within communities experiencing disadvantage or social exclusion.
7. Ability to research, analyse and explain complex information clearly.
8. Experience of supporting clients with welfare benefit claims or related applications.
9. Strong organisational skills and ability to manage a varied workload.
10. Good IT skills, including Microsoft Office 365 and database/case recording systems.
11. Ability to work independently and use initiative.
12. Commitment to equality, diversity and inclusion.
13. Commitment to the aims and principles of the Citizens Advice service.

Desirable

1. Recent experience working as an adviser within the Citizens Advice service.
2. Experience of community outreach, community development, or delivering services within local communities.
3. Experience working with South Asian communities or communities where English is not the first language.



Terms of Appointment

Job Title:	Community Outreach Adviser
Location:	Community-based across Canalside, Woking, with attendance at Citizens Advice Woking offices and community venues.
Hours:	37.5 hours per week (5 days)
Salary:	28,080 - 31,200 (FTE) per annum dependent on experience.
Holiday:	25 days annual leave (FTE) plus public holidays
Contract term:	Fixed-term, 3 years (subject to National Lottery Community Fund funding)

Please note that applicants must have the legal right to work in the UK. Unfortunately, we are unable to offer visa sponsorship.

Please note that this role is not a qualifying work experience (QWE) position for the purposes of the Solicitors Qualifying Examination (SQE).

How to apply

To apply for the role Community Outreach 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 Community Outreach Adviser at Citizens Advice Woking.

All applications must be sent to wokingca@gmail.com

Closing date for applications: **31st July 2026 at 5pm**

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