

**Telephone Adviceline Assessor Kickstart**

Job pack

Thanks for your interest in working at Citizens Advice Enfield. 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.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of Citizens Advice and Citizens Advice Enfield
* The role profile and personal specification
* Terms and conditions
* What we give our staff

|  |
| --- |
| **Want to chat about this role?**  If you want to chat about the role further, you can contact Administrator by emailing [info@enfieldcab.org.uk](mailto:info@enfieldcab.org.uk). |

|  |
| --- |
| https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE **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. |
| |  |  | | --- | --- | | https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP | **3 things you should know about us** |   **1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.  **2. 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.    **3. 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. |

**How Enfield Citizens Advice works**

Citizens Advice Enfield is a charity that offers free, accessible, quality advice to anyone who lives in Enfield. We can help with all kinds of problems whether they are housing, employment, benefits, debts or immigration issues for example.

  **Overview of Citizens Advice**

|  |  |
| --- | --- |
| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.  This role sits our network of independent charities, delivering services from   * over 600 local Citizens Advice outlets * over 1,800 community centres, GPs’ surgeries and prisons   They do this with:   * 6,500 local staff * over 23,000 trained volunteers   Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

  **Role profile**

This is a short-term contract to support the administrator with adapting the service to meet the needs of a remote working team.

**Key Work Areas and Tasks**

**Telephone adviceline assessing.**

* Assess clients through our telephone adviceline service.
* Assess client's problem(s) using sensitive listening and questioning skills.
* Identify key information about the problem including time limits, key dates and any requirement for urgent advice or action (using Advice Guide, scripts and any other diagnostic tools, as necessary).
* Identify and summarise the essence of the problem.
* Establish what the client wants.
* Liaise with the supervisor by phone or remote access to assess and agree the appropriate level of service, taking into consideration the client’s ability to take the next step themselves, the complexity of the problem and the bureau resources.
* Refer clients appropriately (both internally and externally) to suit client’s needs following agreed protocols, including making arrangements and informing clients of what to expect.
* Signpost clients appropriately to suit their needs, following agreed protocols.
* Record information given during Telephone adviceline assessment interviews onto CASE Telephone adviceline screens and digital systems.

**Discrimination**

* Identify if there is any question of discrimination.
* Be aware of the bureau procedures for dealing with actual and potential discrimination issues.

  **Person specification**

**Essential Criteria**

# Essential Requirements that you have the ability to achieve within 6 months.

* Telephone adviceline Competency.
* Ability to assess approx. 8 clients on the adviceline.
* Understanding of, and commitment to, the aims and principles of the CAB service and its equal opportunities policies.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability to monitor and maintain own standards.
* Understanding of the main enquiry issues involved in assessing clients' problems.
* Understanding of the current issues affecting society and their implications for clients and service provision. (Since the pandemic).
* Willingness to learn and develop skills in main enquiry areas.
* Ability to use IT in the provision of Telephone adviceline assessments, e.g., basic keyboard / data entry skills / navigation of Advice Guide.
* Friendliness and approachability and good telephone manner.
* Sensitivity to the needs of others.
* Flexibility and willingness to work as part of a team.
* Understanding of office procedures, timekeeping and the essentials to support an office to run smoothly. You will need to be reliable and assist remote colleagues to support gaps in the service.
* Good communication skills, both written and oral. (Most written communication is likely to be by email)
* Ability to access relevant signposting information including electronic and written materials.
* Understanding of bureau procedures and the way in which the bureau works.
* Ability to manage time effectively for the purpose of Telephone adviceline assessment.

In accordance with Citizens Advice national policy the successful candidate may need 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 and conditions**

**Annual leave** - year runs from 1 January to 31 December. Full-Time Employees are entitled to 30 days paid annual leave plus statutory holidays. This is a contract for 25 hours per week, over 4 days per week which entitles you to 24 days annual leave and 6.5 days Bank Holidays for a full year (reduced by the % of year worked).

**Sickness -** In any 12 month period, after the probationary period, you will be entitled to 2 months full pay and 2 months half pay.

**Pension** - You will be eligible to benefit from the employers designated pension scheme.

Full terms and conditions are available on SharePoint for all team members to view.

 **What we give our staff**

**We offer: -**

* full training appropriate for the role
* Enrolment to Lifeworks employee assistance programme to help with health and well-being.
* contributory pension
* supervision and mentoring support by a supervisor and experience advisers
* organisational induction programme
* ongoing training on soft skills such as communication, telephone, IT, etc.
* Training supervisor will oversee the induction and training schedule for the trainee and act as a mentor.
* The trainee will receive additional mentoring from their direct line manager.
* The trainee will be paired up with a work buddy after the Induction to help them settle in. this will be carried out by those with direct experience of the role that is being undertaken.
* Covid-19 restrictions allowing the post will primarily be office based to give the trainee a good understanding of a working environment.
* Direct supervision will be weekly to begin with and involve a needs assessment of the young person. Will involve trainee in discussing their employment aspirations. Training supervisor and trainee will make an agreed plan for the course of the Kickstart program.
* Supervision meetings will be weekly (online or in person) to begin with and reduce in frequency depending on the trainees needs.

**Program involves:**

1. On completion of initial induction, discussion with the trainee about what skills or training they need to develop to satisfy requirements of their role.
2. Discussion and assessment of overall and future employability needs. Drawing up of a support plan in conjunction with the trainee.
3. Exploring sector interest.
4. CV skills
5. Personal brand
6. Interview skills
7. Confidence
8. Dealing with setbacks