



**Stroud and
Cotswold Districts**

North Cotswolds Foodbank Adviser

Job Pack

Thank you for your interest in working at Citizens Advice Stroud and Cotswold Districts Limited. 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 Stroud and Cotswold Districts
- 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 please email info@ca-scd.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.

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 Citizens Advice Stroud and Cotswold Districts work

Citizens Advice Stroud & Cotswold Districts Ltd is a local charity established in 1958 in Stroud and took over responsibility for the service in the Cotswolds in December 2013. As a local, independent charity, we are members of a national network which collectively is the Citizens Advice Service.

We help people to resolve their legal, financial and other problems by providing information and advice and by influencing policymakers. We also provide a range of specialist casework and targeted services including debt and energy issues.

The service is free, confidential, impartial and independent. It is open to everyone. Almost half of the population will use a Citizens Advice service at some time and we are the largest provider of debt and money advice.

The service is largely delivered by a team of volunteers assisted by a small team of paid staff, all of whom have undertaken extensive training for the role. We provide advice through our freephone telephone advice line, email and online advice services. We also provide face-to-face advice by appointment at various locations across the Stroud and Cotswold Districts.

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.

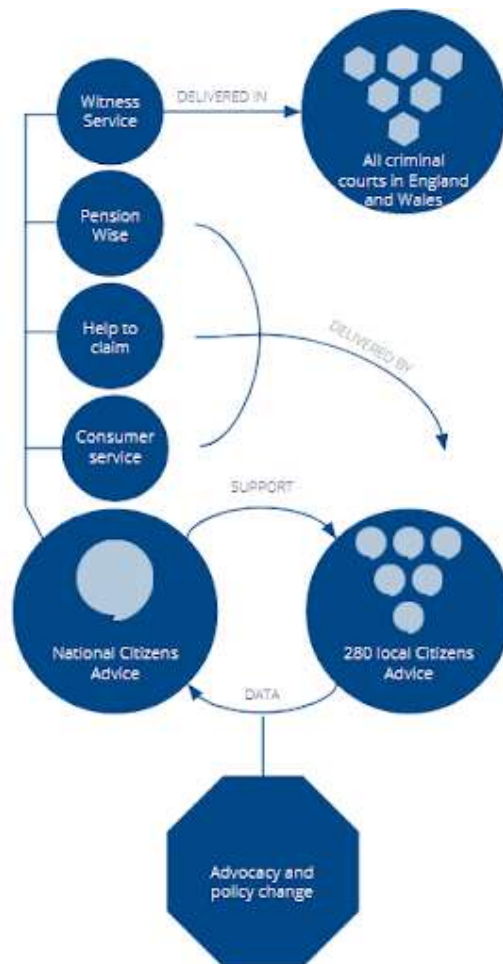
This role sits our network of independent charities, delivering services from

- 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.





North Cotswolds Foodbank Adviser

Do you want to make a difference every single day to people from all walks of life? Are you looking for a rewarding and meaningful job in your local community? Do you have a passion for advocacy and for giving advice?

Referrals to the North Cotswold Foodbank have increased over the last few years. We know that many foodbank clients live in rural areas where transport is in short supply and is expensive. Many clients also have a disability, which impacts on access to advice.

Working for the Citizens Advice in the Cotswold District and in collaboration with North Cotswold Foodbank, we're looking for an adviser to help Foodbank clients who need support to overcome obstacles in their lives, whether that be problems with debt, evictions, trouble at work or a wealth of other issues. You will be key to them getting the support they need in the quickest, easiest, and most effective way.

This role, funded by North Cotswold Foodbank (funding already secured for three years), is for 30 hours a week. As an adviser, you'll be working with clients face-to-face at the Foodbank outlets in Moreton in Marsh (Tuesday), Bourton on the Water (Thursday), Chipping Campden (Friday) and Stow on the Wold (Wednesday) (Covid-19 restrictions permitting) or by telephone, email or video link.

Applications to split the role and work in two outlets ie 2 days per week will be considered.

This role will be line managed by Citizens Advice Stroud and Cotswold Districts (CA-SCD) but will also have progress reporting requirements to the North Cotswold foodbank.

This is a fantastic opportunity to make a difference and deliver positive change to people's lives.

Salary: £23,237 - 25,863 per annum pro rata (Band 2 on CA-SCD salary scale).
Permanent Contract. Training provided by Citizens Advice.

About You

We're looking for someone passionate about helping those who find themselves in vulnerable and, at times, complex situations. Ideally you will have worked in one of the following: information and advice, advocacy, housing, health and social care or come from a VCS background.

Role profile

Advice giving

- Interview clients using sensitive listening and empathetic questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- Adherence to all safeguarding and confidentiality processes and protocols as needed by both Citizens Advice and the Foodbank.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Issue food vouchers to clients in accordance with Trussell Trust criteria and processes.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard as appropriate and in accordance with the policies and practices of the Trussell Trust.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records using Casebook for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.

- Alert clients to research and campaign options.

Administration

- Attend relevant internal and external meetings as agreed with Citizens Advice line manager.
- Attend progress meetings with Food Bank manager to keep communication open and update on issues, as needed.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Supply data to North Cotswold Foodbank on a monthly basis to meet their project reporting requirements, in accordance with GDPR. This may include (but is not limited to) number of clients managed, geographical data, success rate and outcomes.
- Provide updates and anonymised case studies to promote the project and support reporting requirements.
- Keep accurate timesheets, where required.
- Ensure all work conforms to the organisation's systems and procedures.

Other

- Keep up with own professional development and complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Ensure all data protection requirements are adhered to in all work for which the post is responsible.

**The closing date for this vacancy is Wednesday 17th August at 12 noon.
Interviews will take place w/c 22nd August 2022.**

For further information and application pack please contact Claire Cole, Business Manager by email on info@ca-scd.org.uk.



Person specification

Essential

1. Ability to commit to and work within, the aims, principles and policies of Citizens Advice service.
2. Experience of advising and helping people.
3. Proven understanding of equality and diversity and its application to the provision of advice.
4. Understanding of the issues affecting society and their implications for the client and service provision.
5. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
6. Sensitive listening and questioning skills to understand the needs of others, and maintain professional non-judgemental attitude.
7. Experience of efficiently and effectively managing a mixed case load including closing cases in a timely manner.
8. Self-starter, able to work on own initiative, prioritise work, meet deadlines and deliver results.
9. Ability to deal tactfully and effectively with internal and external stakeholders.
10. Flexibility and willingness to work as part of a diverse team.

Desirable

Experience of 1-2-1 generalist advice, including debt, welfare rights, housing and employment advice.