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| **Job Title** | **Outreach Adviser** |
| **Location** | **Citizens Advice Canterbury District** |
| **Salary** | **£26,936-£28,860 pro-rata** |
| **London Allowance?** | **No** |
| **Salary pro rata?** | **Yes** |
| **Hours per week** | **30** |
| **Type of contract** | Fixed term 3 years from start date |

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| Citizens Advice offers confidential advice in person over the phone, and online, for free. We give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem. We help with everything from money issues to problems at work, housing to consumer rights. The Outreach Worker role is a local, lottery funded position, funded for three years, to deliver high quality advice and support to outreach clients to deal with their financial and other social welfare issues. We are looking for an experienced adviser with good communication and IT skills to support clients to improve their financial health and wellbeing, as well as a commitment to the aims and principles of the Citizens Advice Service. If training is needed hours will be reduced to 22.5 hours per week. You’ll have the ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings and delivering a high quality service in line with funder and Citizens Advice requirements. The purpose of the project is to provide one to one advice appointments to clients who are in, or at risk of, poverty, and who access advice through our Outreach Service. Clients will often be vulnerable and may be struggling to pay their bills. Advice will include, but will not be restricted to, help with welfare benefits, debts, income maximisation, grant eligibility and will also refer into other internal and external sources of help, with the aim of improving clients’ standard of living. Ideally you will be able to deliver debt advice adhering to Financial Conduct Authority standards. Your role will be to develop and expand our Outreach Service across the district, you must be able to work confidently and collaboratively with partner agencies and be prepared to move around different venues across the district.Job Pack available from https://citizensadvicecanterbury.org.uk/jobs/Please return completed applications to: Simone Field, Chief Officer distman@canterburycab.cabnet.org.uk**Closing Date: 16 October 2024****Interview Date 18 October 2024** |