# Icon  Description automatically generatedRole Profile

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# Outreach Adviser

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| Job title | Outreach Adviser |
| Reporting to | Chief Officer, day to day responsible to Service Manager |
| Hours | 30 hours per week |
| Starting salary | £26,936-£28,860 pro-rata |
| Contract | Fixed term 3 years from start date |
| Work base | Canterbury with travel to outreach venues in the Canterbury District  |
| Responsibilities  |
| **Purpose of the Post:**The Post holder will:1. provide a generalist advice service in a range of subject areas including, but not limited to, welfare benefits, debt, housing, family and employment.
2. provide a person-centred, holistic approach to helping people solve their problems.

 **Main Duties**1. **Advice**
	1. Provide advice service to the Advice Quality Standard (AQS) to clients via outreach based face to face advice with follow up work by telephone/email/face to face either at outreach or in office.
	2. Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
	3. Use the Citizens Advice Information System to find, interpret and communicate the relevant information.
	4. Research and explore options and implications so that clients can make informed decisions
	5. Act for clients where necessary by liaising, calculating, negotiating, drafting or writing letters and telephoning
	6. Assess the specific needs of people and co-ordinate referrals where needed into available services, including voluntary and community sector.
	7. To provide detailed accurate and up-to-date records in line with the requirements of the funded service, capturing feedback, outcomes and following up referrals.
	8. To ensure that all case recording conforms to Citizens Advice Canterbury District’s office manual and the Advice Quality Standard (AQS) requirements.
	9. To work with Citizens Advice Canterbury District’s teams, voluntary sector and public sector to identify areas for delivery of advice, based upon need.

**2 Professional Development**2.1 To maintain continuous professional development and keep up to date with  legislation, case law, policies and procedures relating to generalist advice law  areas. 2.2 To attend relevant internal and external meetings as agreed with the line manager; prepare for and attend supervision sessions**.****3 Administration**3.1 Use IT effectively to enable outreach working (including set up), accurate statistical  recording, production of case studies and document production.3.2 Maintain reference material and local information systems.3.3 Ensure that all work conforms to Citizens Advice Canterbury District’s  administrative policies and procedures.**4 Research & Campaigning**4.1 Assist with research and campaigning work by providing information about clients’  circumstances, statistical information, profile information and cases studies.4.2 Assist the line manager to monitor service provision to ensure it reaches the widest possible client group.4.3 Alert other staff to local and national advice issues.4.4 Contributing to research and understanding of Cost of Living issues and working to  promote the reduction of poverty in the District.**5 Other duties and responsibilities** 5.1 Uphold the aims and principles of the Citizens Advice service and its equality and  diversity policies. 5.2 To be responsible for the safety, health and welfare of yourself and others in  accordance with relevant Health & Safety legislation and Citizens Advice  Canterbury District’s policies5.3 To ensure that the policies of Citizens Advice are observed, including those relating  to Membership requirements, equality and diversity, safeguarding, information  governance and data protection. 5.4 In addition to the tasks and duties listed in the job description, to undertake such duties as may be identified and which are generally compatible with the functions  of the post.5.5 Support and develop volunteers involved in outreach work. |

**Person specification**

# Outreach Adviser

1. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
2. Knowledge and substantial experience of welfare benefits advice, preferably in an advice setting.
3. If without substantial benefits experience a willingness and ability to quickly learn and develop skills in the relevant advice topic.
4. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
5. Ability to monitor and maintain own standards.
6. Effective written and oral communication skills with particular emphasis on negotiating.
7. Understanding of the issues involved in interviewing clients.
8. Understanding of the issues affecting society and their implications for clients and service provision.
9. Ability to use IT in the provision of advice.
10. Flexibility and willingness to work as part of a team.
11. Ability to research, analyse, interpret and relay complex information.
12. Numeracy skills required to understand statistics and check calculations.
13. Ability to work constructively with partner agencies.
14. An understanding of the needs of volunteers and the ability to support others.
15. Ability to work independently in an outreach setting.