

**This post is hosted by Taunton on behalf of all Citizens Advice Offices in Somerset**

**Young People Adviser**

**(‘Young Citizens Advice Somerset’)**

Job pack

Thanks for your interest in working at Citizens Advice Taunton. 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 Taunton
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**  If you want to chat about the role, you can contact Jon Shoesmith (Chief Executive) by emailing [jon.shoesmith@tauntoncab.org.uk](mailto:jon.shoesmith@tauntoncab.org.uk) or by calling 01823 448958. To submit an application form please send it to [info@tauntoncab.org.uk](mailto:info@tauntoncab.org.uk). To submit a Diversity Questionnaire please go to <https://www.surveymonkey.co.uk/r/JSPBB6M> |

**Closing date for applications: tbc**

**Interview date: tbc**

**Highlights of the role**

We want to adapt Citizens Advice (“CA”) to make it more young-person friendly. So, we’re recruiting for a dedicated Adviser (to start piloting and providing services to that client group) who will work alongside our Development Worker (whose role is to create opportunities for the Adviser). Over time the Adviser *may* take on more of the development work. Together, they will produce literature and public facing information for younger clients, to complement the advice delivery. Some key questions facing this project are;

-what is it about CA that deters some young people from approaching us, and how can we improve our public facing information and access routes (including social media and our websites), and our people skills to address that?

-how can we contribute to improving young people’s financial capability?

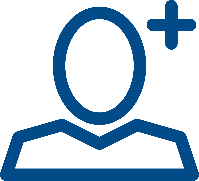
-what can we add to the range of existing support that helps young people prepare for the transition to adulthood / independent living?

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| **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 5 national administrative offices and offer direct support to people in over 270 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 Taunton works**

**(Note- this post is hosted by Taunton on behalf of all 5 CA Offices in Somerset)**

Citizens Advice Taunton (CA-T) delivers advice and support to nearly 8,000 people living and working in Taunton Deane and surrounding areas. We do this by providing the following services:

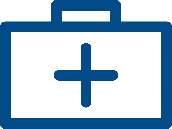
**Generalist Advice Service** – face-to-face, telephone and email advice delivered by our team of 60+ volunteer receptionists, advisers and administrators who are supported by paid Advice Supervisors. In 2019/20 our advice teams helped 7,932 clients with nearly 24,000 issues.

**Somerset Adviceline** – a telephone advice service delivered in partnership with all Somerset Citizens Advice offices. The service is staffed by volunteer and paid advisers.

**Email advice** – we deliver advice via our website email submission form. This The service is staffed by volunteer advisers and ensure that people who cannot call or visit receive the same quality advice service.



**Outreach Services** – face-to-face advice delivered by volunteer advisers. These services are delivered in Wellington, Priorswood and Halcon.



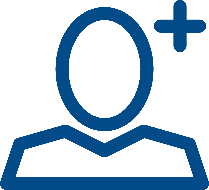
**In-reach Service** – face-to-face advice delivered by a paid specialist adviser to inpatients at Wellsprings Hospital and Wellesley Hospital.

**Equality and Diversity** – We apply core values of dignity, respect,

equality and non-discrimination, based on our common humanity. We seek to foster empowerment and participation at all levels,



**Research & Campaigns** – we collect evidence of the issues facing our clients and we use this evidence to challenge unfairness and influence decision makers at local, regional and national level.

**Dedicated Projects** - We work in partnership with the Local Authority, Macmillan Cancer Support, Wessex Water, MS Society and many more local and national partners to deliver a number of additional paid staff projects, including:

**One Teams Money Matters:** our One Team Money Matters advisers provide debt advice to people living in a One Team area (Wellington, Halcon and Priorswood), or are referred to them by One Team workers.

**Macmillan Benefits Advice Service:** provides benefit advice and Macmillan grant applications to people affected by cancer. The service is delivered by telephone, email, and face-to-face at our main office, Musgrove Park Hospital, the Beacon Centre, St. Margaret’s Hospice and at-home visits.

**Multiple Sclerosis Access-to-Advice:** provides advice and information on any subject to people affected by MS in the Taunton Deane area. The service is delivered by telephone, email, and face-to-face at our main office or at home if the client is housebound.

**Pension Wise:** guidance appointments are available for people approaching retirement or aged 50 or over, have a defined contribution pension, and have not had a guidance appointment before. Appointments are delivered across Somerset and beyond.

**Litigants in Person:** funded by the Community Justice Fund this project provides advice and assistance to survivors of Gender Violence and Abuse, to help them understand and complete the court processes required to arrange the protection they need from their perpetrator.

**Open Mental Health:** Working in partnership with an array of statutory and voluntary agencies to support people experiencing mental health difficulties to access to specialist mental health services, housing support, debt, benefit and employment advice.

**Homelessness Reduction Act Debt:** this is for clients approaching the local housing authority under the Homeless Reduction Act (which extended housing authority duties to people who were previously ineligible for their help), and is funded by them. Our role is to provide debt advice to those in potential housing need with the aim of averting homelessness.

**Psychiatric in-reach advice:** we provide a holistic advice service to in-patients at two local hospitals, helping them to prepare for their return to the community, or to manage their affairs during their treatment.

**Money and Pensions Service capacity building project:** this project was set up to increase the availability of debt advice following the upturn in financial hardship resulting from the Covid pandemic.

**Universal Credit Help to Claim:** this project helps people complete a UC claim and ensure that payments successfully start

 **Overview of Citizens Advice**

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| The Citizens Advice service is made up of the national Citizens Advice charity - and a network of around 300 local Citizens Advice members.  Taunton sits in the 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. |  |
| **The Citizens Advice aims:**  To provide the advice people need for the problems they face.  To improve the policies and practices that affect people's lives. | **The Citizens Advice principles:**  To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. |

 **The role**

**Context of role:**

Responsible to the CA Taunton Chief Executive.

**The Opportunity & Role purpose:**

See also ‘Highlights of the role’ on page 2.

Somerset County Council have used Covid related funding to create a pilot advice service for young people, in recognition that this age group will be particularly affected by the pandemic and its consequences. The Service Development Officer will build and service links with partner agencies to improve access to advice for young people; develop our strategic and operational relationships with those partners; and make recommendations to CA Chief Executives across the county with regard to making Citizens Advice in Somerset more young people friendly. They will also maintain a caseload of advice clients.

**Salary:** £ 22,000 (pro rata)

**Hours:** 15-30 hours per week(work pattern to be agreed)

**Job location:** Taunton

**Contract type:** Fixed term until 31/03/2022. Extension quite possible

 **Job description**

**Service delivery**

* Act as a contact for external partners, to build, strengthen and service their links with Citizens Advice in Somerset
* Assist the Develop Worker with enhancing our use of on-line platforms for use in advice delivery and service promotion
* Remain abreast of issues affecting young people in order to maintain the right service offer for that client group
* Remain informed about local and national policy developments concerning the client group
* Identify clients’ advice goals and capabilities, undertake full exploration of their advice needs, deliver advice and complete accurate client case notes
* Undertake research using our adviser database to identify and provide clients with relevant, accurate, advice and record advice references used on the client’s case record
* Identify key information (e.g. priority and non-priority debts) and dates and record these on the clients’ case records
* Complete client registrations, consent statements, profile details and contact details accurately and ensure these are stored on the client record
* Write up the advice session using Advice Information Codes and other procedures in accordance with the Citizens Advice quality standards and the office manual
* Maintain regular communication with the Advice Session Supervisor
* Produce formal communications (letters, emails and notifications)
* Undertake follow up advice activities including further conversations with nominated clients
* Develop and deliver education resources for the client group that they can use in addition to receiving advice
* Act as a Deputy Safeguarding Officer
* Assist the Chief Officer and Development Worker to secure continuation funding for the project

**Other duties and responsibilities**

* Ensure that work undertaken reflects and supports the Citizens Advice aims and principles and its equality and diversity strategy
* Carry out any other tasks that may be within the scope of the post
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

**Person specification**  
**Essential**



1. Understanding of the work of Citizens Advice, locally and nationally
2. Experience of working in partnership to deliver and improve services, including brokering and managing change
3. Good understanding of on-line platforms and social media, and their relevance to young people
4. Knowledge of current issues affecting young people in Somerset
5. Excellent interpersonal skills and an ability to engage with others to develop warm and productive relationships
6. 1 year’s experience of working with young people in education, support or advice capacities
7. Understanding of equality, diversity and inclusion issues
8. Ability to travel around the county in a timely way

**Desirable**

1. Citizens Advice advisor qualification
2. Experience of preparing and delivering education or self-help resources
3. Experience of working with volunteers and an understanding of the complexities of doing so
4. Experience of Safeguarding procedure
5. Driving license and access to a car

In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

**Applying for this role**

Please complete the application form **demonstrating how you meet the essential criteria listed in the person specification**. Please outline any relevant experience or examples in no more than 200 words per criteria.

**How to complete the application**

When assessing applications, we make decisions based on the quality and relevance of the examples and evidence you provide for how you meet the person specification.

See the Citizens Advice blog with some helpful tips on what we’re looking for in a good application, and how we score them here - 5 tips to make your job application stand out.

Please also see the guidance notes for applicants.

You may wish to use the S.T.A.R. method when outlining how you meet our requirements:

● **Specific** – give a specific example

● **Task** – briefly describe the task/objective/problem

● **Action** – tell us what you did

● **Results** – describe what results were achieved

** What we give our staff**

**Annual leave** - 22 days per year (from year two, increasing by one day per year to a maximum 26 days) plus bank holidays. Pro rata for part-time employees.

**Pension contributions** - an employer contribution of 5% to the workplace pension scheme.

**A commitment to your development** - being able to achieve is important to us at Citizens Advice Taunton. Training will be provided for your current job and we will work collaboratively with you to identify your learning and development needs, and assist you to reach these goals.

**Employee Assistance Programme** - everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.