

Job Opportunity: Over 65's Adviser (trainee role available)

**citizens
advice**

**Derbyshire
Districts**

Hours: 18.5 hours per week

Salary: £26,366 to £28,825 per annum pro rata (Dependent on experience)

Contract: Part-Time, 12-month Fixed-Term with potential to extend

Base: Ilkeston covering Amber Valley and Erewash with occasional travel throughout Derbyshire if required for cover (additional travel expenses will be paid)

We have an exciting opportunity for an adviser to work on a new advice project focused on providing advice to people over the age of 65. You will be providing help and advice on a broad range of issues which will involve form filling and providing energy advice including carbon monoxide and gas safety. Advice will be predominantly by telephone with some face to face advice in Outreach venues and home visits. Travel will be required throughout the locality as you will be delivering presentations to external partners and referral agencies. This role also requires community networking and attendance at meetings to promote the service. There is flexibility in this role which allows for some home working.

Applicants need to be computer literate and must be confident in working to performance targets. Good communications skills, both written and verbal are essential in the role, as is excellent customer service skills with a non-judgemental approach. A background in advice giving, energy and/or welfare benefits is desirable but not essential. Full training, support and coaching will be provided.

Terms and conditions

Annual leave: 35 days annual leave per year, including Bank Holidays and four days Christmas Shutdown. Additionally, there is a long service leave of 1-5 days after 4-8 years' service. We also offer an annual leave purchasing/selling scheme.

Pension: Auto enrolment into an approved pension scheme. 6% contribution by the organisation, 2% contribution from staff member.

Sick pay: 3 months full pay and 3 months half pay (dependent on length of service).

Other benefits: Employee assistance programme, including perks

At Citizens Advice Derbyshire Districts we provide free, confidential, impartial and independent advice and information on a wide range of subjects. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

The successful candidate will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of your offence. Please get in touch to see our policy on DBS checks.

To view and download the recruitment pack visit:

www.citizensadvice.derbyshiredistricts.org.uk/vacancies/

Please send a CV with a completed application form to hr@ddcab.org.uk

Closing date for applications: 9am Monday 30th June 2025

Interview date: WC 7th July 2025

Job Description

Over 65's Adviser

Team: Advice Service Team

Reports to: Advice Service Manager

Role Purpose: To provide advice on a broad range of issues by telephone and face to face in Outreach venues and home visits. Travel will be required throughout the locality, also networking, attending meetings and liaising with external referral agencies. There is flexibility in this role which allows for some home working.

Key Responsibilities

Advice and Casework:

- Provide advice and casework covering the full range of advice topics in outreach locations, offices and via telephone.
- Act for the client where necessary by calculating, negotiating with third parties, drafting, or writing letters and telephoning on their behalf.
- Ensure income maximisation through the take-up of appropriate welfare benefits and other options such as energy advice, grants, and trusts.
- Prepare and present cases to the appropriate statutory bodies, tribunals, and courts as appropriate.
- Maintain accurate and detailed case records conforming to the quality standards for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
- Assist with research and campaigns work by providing information about clients' circumstances and detailed case studies where appropriate.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to organisation management.
- Maintain professional and good working relationships with all staff at outreach locations where the post is based.
- Ensure information about the Citizens Advice service is always displayed prominently at the outreach location and take responsibility for local publicity and promotion to ensure that potential users are kept aware of the service.
- Assist with initiatives for the improvement of services.
- Attend foodbanks, community events and stakeholder events as required.

Professional Development:

- Work with the Technical Supervisor and Line Manager to identify and implement plans for own individual training and development needs.
- Keep up to date with policies and procedures, changes to the benefit system, case law, legislation, through relevant reading and training.
- Attend regular team meetings with agreement of the line manager

Teamwork and Relationships:

- Maintain positive and professional working relationships with all colleagues.
- Participate in team meetings, training sessions, and service reviews as required
- Attend away days, development days and events

Other duties and responsibilities

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies.
- Promote the work and use of Citizens Advice and ensure services are promoted locally through the provision of data, attendance at local events/ meetings and representing the organisation externally as necessary.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- To support and monitor the wellbeing of staff within the organisation and to contribute to maintaining a healthy balanced workforce.
- Carry out other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.

Please note: This job description is not exhaustive or exclusive. It is intended as an outline of the key areas of activity and may be amended in line with the evolving needs of the organisation

Person Specification

Over 65's Adviser

Team: Advice Service Team

Reports to: Advice Service Manager

Role Purpose: To provide advice on a broad range of issues by telephone and face to face in Outreach venues and home visits. Travel will be required throughout the locality, also networking, attending meetings and liaising with external referral agencies. There is flexibility in this role which allows for some home working.

Essential:

- Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Good IT knowledge with an ability to do independent research to support clients with issues and to make accurate case records of advice interventions.
- Ability to prioritise your own workload and casework to meet targets, KPIs and deadlines in a pressurised environment.
- Ability and willingness to work as part of a team.
- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.
- Ability to commit to and work with the aims, principles and policies of the Citizens Advice service including an understanding of equality, diversity and inclusivity and its application to the provision of advice.
- Ability to travel to remote outreach locations.

Desirable:

- Up to date in depth knowledge of the benefits systems.
- Ability to carry out accurate benefit check calculations.
- Basic knowledge of multiple enquiry areas such as housing and debt to aid with identifying emergencies and making referrals where appropriate

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