

# Job Opportunity:

## Outreach Adviser (Trainee positions available)

citizens  
advice

Derbyshire  
Districts

### Hours: 2x Full-Time (37 hours per week)

(part-time and job-share arrangements will be considered for the right candidates)

### Contract: Permanent

Salary: £27,263 to £29,806 per annum, pro rata (depending on experience)

Location: Chesterfield (With travel to outreach locations and other community venues)

### About the role:

We're looking for **highly motivated** and **committed** individual to join our existing advice services team who deliver advice to the public on a wide range of issues in **Outreach** settings across **Derbyshire**. The post will involve providing both **face to face** and **telephone** advice, based at our **Chesterfield** office. There is flexibility in this role which allows for some remote/home working where appropriate. The role will require you to provide advice on our main enquiry areas including checking **welfare benefit eligibility**, **assisting clients** to make **benefit claims**, **challenging decisions** and providing **energy advice**.

We welcome applications from experienced advisers, as well as those looking to train in this vital area of work. **Full training and support will be provided** for the right trainee candidate.

We welcome and encourage applications from people of all backgrounds. We are proud to be a **Disability Confident Employer** and hold the **Derbyshire LGBT+ Rainbow Accreditation**.

### Who we are looking for:

The ideal candidates will have:

- Excellent **communication skills** – both written and verbal (essential)
- A **non-judgemental, empathetic approach** to people (essential)
- Strong **IT and digital skills**, with the ability to learn new systems quickly (essential)
- A commitment to working to **performance targets** and **KPIs** (essential)
- A solid understanding of the **current welfare benefits system** (preferred)

### What we offer:

We're proud to offer a comprehensive benefits package that supports your wellbeing, work-life balance, and professional growth:

- **Generous annual leave:** 35 days per year (pro rata), including all bank holidays and Christmas
- **Buy/sell leave scheme:** Flexibility to buy or sell up to one week of leave each year (pro rata)
- **Employee Assistance Programme:** Includes wellbeing support, free counselling, and lifestyle perks
- **Contractual sick pay:** depended on length of service
- **Long service rewards:** Extra leave and gift cards after five years of service and beyond
- **Workplace pension:** Auto-enrolment into our pension scheme
- **Hybrid working:** the option to work from home, if it works for you and for us

*Successful candidates will be required to undertake a Disclosure and Barring Service (DBS) check and provide proof of Right to Work. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence.*

**To view and download the recruitment pack and to apply for the role visit:**  
[www.citizensadvice.derbyshiredistricts.org.uk/staff/](http://www.citizensadvice.derbyshiredistricts.org.uk/staff/)

**Closing date:** When suitable candidates are found  
**Interviews:** TBC



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# Job Description

## Outreach Adviser

**Team:** Advice Service Team

**Reports to:** Advice Service Manager

**Role Purpose:** To provide independent generalist advice sessions in remote outreach locations and offices, liaise with generalist advice provision and the telephone service, taking responsibility for managing own levels of casework.

### Main responsibilities and tasks:

- 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
- 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
- Attend outreach location staff meetings and external meetings as identified with the line manager
- Attend and provide support and advice at food bank locations
- Attend community and stakeholder events where required
- Assist with initiatives for the improvement of services

### Professional Development:

- Work with your line manager to identify and pursue your individual training and development needs
- Keep up to date with relevant legislation, case law, policies, procedures, and service delivery changes through ongoing training and self-directed learning

*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*

**Teamwork and Relationships:**

- Maintain professional and good working relationships with all staff at outreach locations where the post is based
- Maintain positive and professional working relationships with all colleagues.
- Participate in team meetings, training sessions, and service reviews as required
- Maintain professional and good working relationships with all staff at outreach locations
- Attend away days, development days and events

**Behavioural responsibilities:**

- To support, promote and comply with the Equality, Diversity and Inclusion actions and requirements when undertaking the duties of this post.
- To respect the sensitivity and confidentiality of any information that they may have access to in adherence with the Data Protection policies.

**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



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# Person Specification

## Outreach Adviser

**Team:** Advice Service Team

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### Essential:

- Ideally will have knowledge and experience of all Citizens Advice subjects, including the current benefits system, welfare reform, debt and housing. This is not essential in all areas as training will be provided if required
- 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
- Effective oral communication skills with particular emphasis on negotiating and representing
- Effective writing skills with particular emphasis on negotiating and representing and preparing reviews, reports and correspondence
- 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

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## **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

## **Expectations of staff:**

- Adhere to organisation policies in relation to the use of ICT and information assurance
- Raise Research and Campaign issues and take action for individuals and spot trends
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation for the project or funder
- Provide a good quality experience for clients
- Provide reports to the line managers at the end of every quarter by project - without prompt
- Be responsible for own administration, record keeping, diaries and filing
- Be a resource for the organisation – for volunteer advisers to use your expertise and skills
- Provide support to supervisors and other colleagues
- Provide cover when requested
- Provide good quality case studies
- Record client feedback both positive and constructive, and take appropriate action
- Be proactive around the organisation
- Be responsible for own training and development
- Promote the organisation and its services externally to ensure good relationships and positive outward facing image