



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Assessor

Status: Fixed-term until 31.03.2022

Closing Date: As soon as a suitable person is found

Interview Date: tba

Location: Citizens Advice Mid Mercia – predominantly based at Stuart House, Green Lane, Derby, DE1 1RS, and other possible offices in Church Gresley and Sinfen as required.

Pay scale: £17,372 pa

Reports to: Advice Supervisor

Work Pattern: 37.5 hours per week – Monday to Friday 9:00 – 17:00

Start date: asap

Probation Period: 6 months – with possible extension if performance review is required.

Positive Employment

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 you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

The Role

To help provide an effective and efficient triage and advice service to members of the public through all delivery channels, predominantly telephone.

To provide dedicated support to specific teams and projects within the organisation, as required.

To be the first point of contact into our service and represent the organisation of the highest standard.

Role Profile

Assessments

Identify key information about the problem including time limits, key dates and requirements for urgent advice or action (using the Adviceguide website, scripts and any other diagnostic tools as necessary).

Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources.

Refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including making arrangements and informing clients of what to expect.

Record information given during an assessment interview onto case record screens.

Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols.

Discrimination

Identify if there is any question of discrimination.

Be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

Research and campaigns

Identify research and campaigns issues.

Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Professional development

Keep up to date with legislation, policies and procedures and undertake appropriate training for assessment.

Prepare for and attend supervision sessions / team / staff meetings / external meetings as appropriate.

Administration

Use IT for record keeping.

Ensure all work conforms to the organisation's systems and procedures.

Person Specification

Essential Criteria

Minimum 3 months assessor/adviser experience & completion of the Cita Adviser Learning Programme (signed off as competent).

Ability to work on own initiative and willingness to improve the service by working closely with supervisor.

Work as part of a team with both paid members of staff and volunteers and understand the difference in how both support the organisation's objectives and outcomes.

Understanding of the issues affecting society and their implications for clients and service provision.

Understanding of the main enquiry issues involved in assessing clients' problems.

Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.

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 monitor and maintain own standards, manage time effectively for the purpose of advice assessment.

Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production.

Ability to work within guidelines, protocols and procedures, a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas.

Takes ownership of delivering high quality work that adheres to QAA standards and to work with the supervisor to rectify any fall in targets or quality performance.

Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.

Ability to drive and/or willingness to work across all sites.

A willingness to work evenings and weekends as required.

Adhere to the organisation's CORE values.

Want to chat about this role?

If you want to chat about the role further, you can contact Jill Doyle by calling 07960 434003.

Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

TO APPLY

Please visit our website to download an application form and job guidance notes here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

Completed application forms are to be sent asap to:

staff@citizensadvicemidmercia.org.uk