

# Advice Trainee

## Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice & Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- An overview of North Yorkshire Citizens Advice & Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

### Want to chat about this role?

If you want to chat about the role further, you can contact Jane Ferguson by emailing [jane@northyorkslca.org.uk](mailto:jane@northyorkslca.org.uk) or calling 01757 701320



# Overview of North Yorkshire Citizens Advice & Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. Our experienced advisers and highly skilled volunteers provide personalised advice to tackle their immediate problem while also addressing any underlying and overlapping issues.

We give advice face to face, over the phone and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration, employment and family matters.

As an independent charity, we raise all our own money and each of our offices has its own identity within the local community.



## The role

As an Advice Trainee, you will receive comprehensive training to become an adviser, gaining hands-on experience in all aspects of our service. You will develop the skills needed to provide high-quality advice on a range of issues, including debt, welfare rights, employment, housing and family matters. Advice will primarily be delivered over the phone, but you will also engage with clients via email and face-to-face meetings. Alongside this, you will learn about our research and campaigns work, contributing to wider efforts to bring about positive change. With full training provided, this role offers a rewarding opportunity to make a meaningful impact while working towards qualification as a Generalist Adviser. Trainees usually become proficient in their roles within 12-18 months.



## Job description

### Information gathering

- Answering telephone calls, emails and face to face enquiries from members of the public in a sensitive and sympathetic manner
- Ensure data protection regulations are followed and clients are informed of how we use their information.

### Advice giving

- 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
- Ensure that time/volume targets and any agreed KPIs are met
- Use Citizens Advice resources to find, interpret and communicate relevant information to clients
- Complete benefits checks when appropriate
- Act for the client where necessary using appropriate communication skills and channels
- Refer internally or to other specialist agencies as appropriate

- Ensure all work meets quality standards and the requirements of the funder and Citizens Advice
- Ensure work reflects and supports Citizens Advice's equality and diversity strategy
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Complete the required training to comply with quality assurance processes.

### **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training
- Attend relevant meetings and briefings.

### **Administration**

- Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production
- Ensure data protection training is completed on an annual basis
- Ensure all work conforms to the organisation's systems and procedures.

### **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Demonstrate commitment to the aims and policies of Citizens Advice
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.



# Person specification

## Essential

1. 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 the calls/meetings with them
2. Ability to research and interpret complex information and communicate this clearly, verbally and in writing
3. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
4. Good IT knowledge and the ability to use IT systems and packages and resources in the provision of advice, record keeping and document production
5. Ability to work in a confidential environment with an understanding of information assurance and safety in those settings
6. Willingness and ability to commit to a rota within the core hours of the service
7. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
8. A good up to date understanding of equity and diversity and its application to the provision of advice
9. Ability to monitor and maintain standards for advice provision and quality assurance.

## Desirable

10. Experience within the Citizens Advice service and already working towards developing knowledge of multiple enquiry areas.



## What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements
- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays
- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 45p per mile
- Commitment to ongoing development – regular training workshops and personal development opportunities

**In accordance with Citizens Advice national policy we may need the successful candidate to be screened by the DBS. However, a criminal record will not necessarily exclude you from being able to take up the job.**

**We are a disability confident employer and welcome candidates who will be using access to work.**