

Help through Hardship Adviser

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 Lisa Barwell by emailing lisa.b@northyorkslca.org.uk or calling 01748 823862



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

Citizens Advice and Trussell have come together to deliver a free helpline service for people struggling to afford the basics. Operating in England and Wales, the helpline offers personalised advice and support to help address the underlying causes of the hardship, maximise people's income, as well as make a quick and seamless referral to a food bank if required. The aim of the service is to help people or households facing hardship to maximise their income. Our advisers also help to identify the need for wider advice (such as debt, immigration or housing, for example), directing people to specialist onward support. By addressing the underlying causes of the hardship, we hope to reduce the need for food bank support.



Job description

Help through Hardship advisers support clients with income maximisation advice and support. This includes:

- An offer of a comprehensive benefits check, exploring the range of available state entitlements
- Identification of emergency issues and advice on how to move forward with those emergency issues
- Identification and assessment of eligibility for grants and other one-off support, signposting to local Citizens Advice or other agencies for more localised grants that may be available
- Determination of whether a food bank referral is needed by establishing that the client is unable to afford food as part of the advice interview, if required, an e-referral will be made to the local food bank
- An initial assessment of wider advice needs, client offered information and, where required, advice. If further advice, follow up or casework is required, the adviser would identify an appropriate agency and signpost for onward support (this may be a local office or another specialist advice provider).



Person specification

1. Experience of working as an adviser or assessor within an advice or similar organisation, with up-to-date knowledge of benefits and other enquiry areas such as debt and housing
2. Confident in recognising emergency situations and making timely, appropriate referrals tailored to clients' needs
3. Ability to work with minimal supervision, handle confidential information and interact effectively with individuals facing crisis and hardship
4. Ability to carry out accurate benefit check calculations over the telephone
5. Good telephone skills, including using active sensitive listening and questioning to get to the root of the issues and empower clients, whilst maintaining structure and control of the calls with them
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
7. Good IT knowledge and keyboard skills, the ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production
8. Willingness and ability to commit to a rota within the core hours of the service
9. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
10. A good up to date understanding of equality and diversity and its application to the provision of advice
11. Ability to monitor and maintain standards for advice provision and quality assurance.



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.