



# Trainee Adviser role profile



**Re:** Full Time (37.5 hours per week)

**Salary:** £27,000\*

The role is to train to become a generalist adviser with a particular focus on social welfare law advice and practice. You will learn about all aspects of our work including providing advice through various channels, mainly face-to-face and the telephone but also digital platforms such as emails and webchats. You will learn about our local and national Research and Campaigns work. The trainee role will lead onto developing your knowledge and skills to become a caseworker in different enquiry areas and/ or to develop support and supervision skills.

## Information gathering

- Interviewing clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and the goal(s) they want to achieve.
- Gathering relevant information from clients in different settings, including identifying when discrimination is a potential issue, in a sensitive and empathetic manner
- Summarising information gathered to check you have understood the presenting issues and clients' goals - empowering them to set their own priorities.
- Obtaining appropriate GDPR and case administration permissions from clients

## Advice giving

- Using Citizens Advice resources to find, interpret and communicate relevant information to clients
- Tailoring information and advice to individual circumstances
- Completing benefits/universal credit checks when appropriate
- Acting for clients where necessary using appropriate communication skills and channels
- Referring internally or to other specialist services as appropriate
- Ensuring all work meets Citizens Advice quality standards and funders' requirements
- Ensuring work reflects and supports Citizens Advice's equality and diversity strategy
- Maintaining detailed case records for continuity, information retrieval, statistical monitoring and report preparation

## **Professional development**

- Completing all training required to achieve the competence for your role
- Undertaking additional relevant training as identified with your line manager.
- Attending relevant meetings and webinars as agreed with the line manager.
- Preparing for and attending support and supervision sessions/team meetings/staff meetings as required or appropriate.

## **Research and campaigns**

- Supporting local or national Research and Campaigns initiatives
- Identifying and drawing the CAB Leadership Team's attention to emerging social policies/ advice trends
- Responding to Citizens Advice Network Panel surveys, submitting evidence forms and participating in other surveys as required.

## **Administration**

- Using approved case management systems and IT software for appointment booking, recording demographic data, research and campaigns data and funders' required data, record keeping and document production, etc.
- Ensuring GDPR-compliant training is completed annually or as required
- Ensuring all work conforms to the organisation's systems and procedures.

## **Other duties and responsibilities**

- Carrying out any other tasks that may be within the scope of the role to ensure the effective delivery and development of the service
- Demonstrating commitment to Citizens Advice Brent Strategic objectives, vision, mission, values and behaviours
- Demonstrating commitment to the aims and policies of Citizens Advice
- Abiding 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 control of the interview
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. Willingness and ability to commit to identified training to achieve the competence relevant to your role to comply with quality assurance processes and requirements
5. Good IT knowledge and the ability to use IT systems and packages, and resources in the provision of advice, record-keeping and document production
6. Ability to work in a confidential environment with an understanding of information assurance and safety in those settings
7. Willingness and ability to commit to a rota within the core hours of the service.
8. Willingness to work independently and collaboratively within a team
9. Willingness to commit to CAB strategic objectives, vision, mission, values and behaviours
10. A good up-to-date understanding of equality and diversity and its application to the provision of advice

### **Desirable**

11. Experience within Citizens Advice or similar advice services and already working towards developing knowledge of multiple enquiry areas.

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