

RECRUITMENT PACK

Thank you for your interest in working at Citizens Advice Southampton. In this pack you will find information about: -

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Southampton
- The role profile and personal specification
- What we give our staff and how to apply

Want to chat about this role?

If you have any questions, or want to chat about the role, please email Emma Vint HR Manager at evint@sotoncab.org.uk



Timescale for applications

Closing date Monday 12th October at 9am. Applications received after this date and time will not be considered.

Interviews are expected to be held Monday 19th October onwards, times to be arranged with individual candidates.



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

We're listened to and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



How Citizens Advice Southampton works

Citizens Advice Southampton is a registered charity with around 45 paid staff and 60 volunteers. We provide free, confidential, independent, and impartial advice in person, by telephone and online.

We are an independent charity operating within the wider national Citizens Advice network. Each year, we support over 8,000 Southampton residents with issues ranging from debt and housing to employment and benefits.

As well as providing 'general advice', we have a team of Caseworkers who provide specialist advice in areas such as benefits, debt and immigration, and carry out home visits for vulnerable clients. We also deliver a range of specialist support projects for Southampton residents such as advice in psychiatric care, Home and Well (from hospital), Crisis and Resilience Fund, and Homes for Ukraine.

We are very well networked within the city and work closely with a range of partner organisations such as: No Limits, Age UK Southampton, CLEAR, The Environment Centre, Southampton Voluntary Services, Solent Mind, and Southampton City Council.



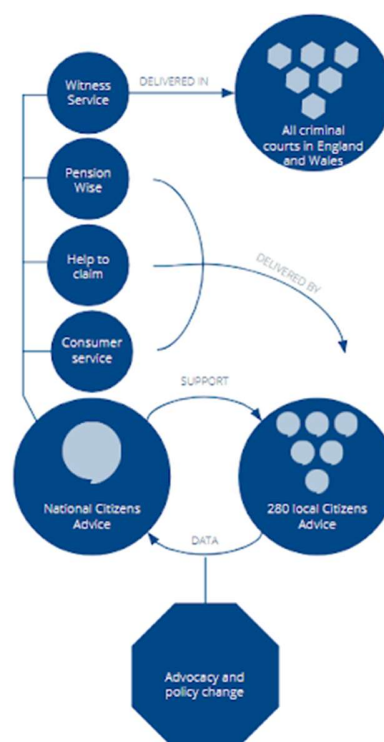
Overview of the national Citizens Advice Service

The Citizens Advice service is made up of the national Citizens Advice charity, and a network of around 300 local Citizens Advice members. Together, the network of independent charities, delivers services from over 600 local Citizens Advice outlets, over 1,800 community centres, GPs' surgeries and prisons.

Nationally this includes:

- over 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The Role

Home and Well Adviser

Overview

As a Home and Well Adviser, you'll be part of our friendly advice team, providing high-quality advice, support and practical interventions to patients and community members experiencing fuel poverty, financial hardship, or related wellbeing challenges. The role aims to improve health, wellbeing and financial resilience by identifying unmet needs, delivering tailored advice and support, facilitating access to financial assistance and essential services, and working collaboratively with healthcare professionals and partner organisations to address the wider determinants of health.

The Home & Well Adviser will support individuals to maximise income, manage debt, access energy-related support, reduce household costs, and connect with appropriate statutory and voluntary sector services, helping to prevent crises and promote long-term independence and wellbeing



Role Profile

Role	Home and Well Adviser		
Salary	£27,638.55 to £28,352.68 FTE depending on experience		
Hours	22.5 - 37.5 hours per week		
Location	Initially office based with the possibility of hybrid working on completion of probation. Also providing advice from various outreaches across the city, including at Southampton General Hospital		
Contract	Fixed term to March 2028, may be extended in line with funding	Reporting to	Projects and Engagement Manager
Direct Reports	None	DBS	Enhanced
Closing Date	Monday 12th October at 9am	Interviews	From Monday 19th October, to be arranged with individual candidates

Job Description

Planning and Development

- Manage the practicalities of identifying appropriate patients, organising and delivering PSR registration alongside targeted advice sessions on fuel poverty &/or initial financial assessments, primarily within a hospital setting - this may be piloted in wider community/service settings in some geographical areas

Service Delivery

- Receive and respond to calls and/or emails from healthcare colleagues and/or clients in a timely manner
- Ensure any advice work complies with relevant standards and procedures
- Maintain records for the purpose of project outcomes & impact, information retrieval, statistical monitoring, and report preparation as required
- Engage and work jointly, with other Home & Well Advisers, sharing best practice and learning
- Identify and liaise with other relevant stakeholders and statutory bodies
- Ensure the effective recording of advice outcomes and signposting.

Administration

- Review and make recommendations for improvements to the project's outcomes
- Once trained, confident in using IT and Casebook for statistical recording, record keeping and document production as required
- Keep up to date with policies and procedures relevant to the role

Personal Development

- Keep up to date with relevant legislation, case law, policies and procedures relating to advice for people affected by fuel poverty/debt and undertake appropriate training
- Attend relevant internal and external meetings as agreed
- Undertake Service & Personal Development activities as appropriate.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery of the project. This may include occasional coverage across the other areas or settings for the *Home & Well* Project.
- Demonstrate commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification

If you do not fully meet the person specification but still think that you would be a great fit for the role, please still submit an application. We consider each application on its own merits, and value transferrable skills.

Essential

1. Knowledge and experience of advice delivery
2. Able to advise pragmatically and engage appropriately, focusing on the needs of the client and the priorities of the project
3. Effective and empathetic communication skills
4. Experience of dealing with the public via telephone, face to face or email
5. Experience of working alongside and/or supporting volunteers
6. Effective writing skills with particular emphasis data collation and/or simple reports
7. Ordered approach to project work; an ability to follow agreed and develop new procedures as required
8. Numerate and articulate to the level required for the role
9. Able to prioritise own work and meet deadlines, working mostly independently
10. Able to work with a flexible way
11. Able to use IT in the provision of advice, reports and project submissions
12. Able to give and receive feedback objectively and sensitively; a willingness to challenge constructively
13. Able and willing to work effectively as part of a team

14. Abide by health and safety guidelines and share responsibility for own safety
15. Understanding of and commitment to the aims and principles of the CA service and its equal opportunities policies.

Desirable

1. Experience of and comfortable with working remotely from the team and/or manager
2. Self-starter who is excited by new opportunities
3. Can do attitude, able to deal with the initial challenges a new project may have
4. Effective problem solving attributes
5. Enjoy data capture & evidencing impact
6. Able to motivate self and others
7. Understanding of social, health and fuel poverty issues and their implications for clients and service provision.



What we give our staff

Citizens Advice Southampton is a great place to work! If you join us, you are guaranteed:

- Competitive rates of pay (within the charity sector)
- Excellent training opportunities
- A fantastic opportunity to launch a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience
- Confidential Employee Assistance Programme, including GP helpline

- An organisation that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility
- The chance to work with amazing people within a nationally recognised charity
- NEST pension
- Cycle to work scheme
- Annual leave of 25 days plus bank holidays (pro rata'd for part time workers), plus an extra day off for your birthday
- Life assurance at 2 x salary

How to Apply

Please submit your CV and a covering letter outlining how you fit the person specification.

Please send your application to us via email to vacancies@sotoncab.org.uk.

Please also complete and submit our diversity monitoring form with your application.

Please ensure you meet the closing date as applications received after the closing date will not be considered.