



# London Citizens Advice Crisis Support & Recovery Project

<b>JOB TITLE:</b>	<b>Crisis Prevention Adviser</b>
<b>SALARY:</b>	£29,712 - £30,936 FTE per annum depending on experience
<b>HOURS:</b>	17.5 hours per week (0.5 FTE) (more hours may be available)
<b>CONTRACT TYPE:</b>	Fixed term until October 2023
<b>RESPONSIBLE TO:</b>	Community Advice Project Manager
<b>LOCATION:</b>	Citizens Advice Camden locations and remote working

## BACKGROUND

Citizens Advice Camden, part of the national Citizens Advice network, is a thriving local advice charity that provides information, advice and casework support to 9,152 individuals and families per year. We are participating in a GLA funded project with the London Citizens Advice network to deliver crisis prevention support.

### Project Background – Crisis Prevention Adviser

The Crisis Prevention Project is a new partnership between the GLA, London Citizens Advice network, and the London Legal Support Trust (LLST), in response to the cost of living crisis. This project works in partnership with the community sector to support Londoners who are facing hardship and crisis, and to build capacity through development of Advice First Aid and community partnerships. New crisis prevention adviser roles in the London Citizens Advice network will work closely with Faith and Community groups, including with outreach delivery of face-to-face information advice and support, identifying needs and referring to a specialist advice response where needed.

## **Role purpose/objectives**

1. To provide a high-quality information, signposting, and advice service to clients who are referred by community and voluntary sector partners.
2. Contribute to the capacity building of community partners, working with others in the London Citizens Advice network on the delivery the Crisis Prevention Project and Advice First Aid
3. To contribute to monitoring project progress, identifying issues and action that can contribute to policy and campaigns work and awareness raising

## **Key Tasks Areas**

### **Advice and casework**

- Provide information and advice (generalist level) with a particular focus on welfare benefits, income maximisation, budgeting support, fuel costs, and preventative work
- Interview and advise clients at a variety of outreach locations and over the phone, and work with local community groups taking referrals
- Supporting clients from diverse communities, using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to address
- Use Language Line interpreting services when required
- Research local solutions (eg food bank vouchers)
- Refer clients to other third party and partner agencies and/or specialist advisers where necessary
- Ensure that all work conforms to the Citizens Advice Quality Standard.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

### **Project Work**

- To strengthen partnership with key internal and external stakeholders, London Citizens Advice Network
- Work in close collaboration with community partners, supporting the development of local community partnerships.
- Maintain a good relationship with staff/volunteers at outreach venues and clients to ensure that good quality case studies are available for reporting requirements.
- Gather information to support the monitoring and evaluation the service, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes.

## Research & Campaigns

- Tracking and reporting on research and campaign issues and assist with research and campaigns work by providing information about clients' circumstances.
- Gather and provide as necessary information about clients' circumstances, case studies and statistical information on the number of clients and nature of cases where hardship and cost of living is an issue.
- Monitor service provision to ensure that it reaches the widest possible client group.

## Professional development

- Keep up to date with policies and procedures relating to advice work and undertake appropriate training

## Administration

- Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and documentation production. Ensure IT information assurance training is complete.
- Ensure that all work conforms to agreed systems and procedures
- Provide statistical information as requested for reporting purposes on the number of clients and nature of cases.

## 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 project.

## Person Specification

Competency	Essential Desirable
Ability to commit to and work within, the aims, principles and policies of the Citizens Advice service and the vision of Crisis Prevention Project	E
Understanding of what a high-quality advice service that makes a difference to outcomes for clients looks and feels like.	E
Knowledge, experience of, and demonstrable ability to provide good quality information advice	E
Experience of Assessing and Advising on generalist issues Debt, Welfare Benefit, Employment, and Housing	E
Understanding of the complex needs of clients from diverse communities and ability to empathise	E
Ability to prioritise own work, meet deadlines and manage caseload.	E

Proven ability to build and maintain relationships with clients, volunteers, staff and referral partners.	E
Proactively build relationships with community groups	E
Ability to use IT in the provision of advice, in monitoring and the preparation of reports	E
Ability and willingness to work as part of a team.	E
Good interpersonal and communication skills, verbally and in writing.	E
Commitment to reflective performance and continuing professional development.	E
Understanding of the need to monitor the experience of clients, and the difference our services make	E
Accreditation	D