



Armed Forces Covenant Sponsored Trainee Opportunity

JOB DESCRIPTION

Salary £12.43 p/h
Hours 25 per week
Deadline 5pm Friday 2nd February 2025
Interview Date 11th February 2025
Responsible to Senior Operations Manager

- ***N.B For these roles recent (within 10 years) lived experience of the Armed Forces either as serving personnel or close family member is essential***

To apply Complete attached application form and return by above deadline

[Application-form.docx](#)

Role purpose

The main aim of these posts is to provide high quality advice training (General Help Quality Mark standards and AQS accredited) for four people, with an aim to move them into paid advice positions within both Citizens Advice York and the wider Citizens Advice England and Wales network.

The successful applicants will complete a 25 hour per week, 12 week training course which may be undertaken both in our office and at home. The course consists of e-learning with testing, observation of experienced advisors out in the field and observed and tested advice sessions. The training will be delivered within the aims, policies and principles of the Citizens Advice Service.

Note: This job involves work with vulnerable clients and therefore Disclosure and Barring Service (DBS) check is required for all successful applicants.

For more information, or if you'd like to discuss the position informally first, please contact

admin.team@cayork.org

who will pass on your enquiry

1. Advice and Social Policy

- 1.1. Training to deliver and develop a generalist advice service
- 1.2. Provide data and case studies to the fundraising team for reporting and campaigning
- 1.3. Undertake follow-up work including mock tests and written case studies for checking
- 1.4. Ensure that all live training with clients conforms to Quality Mark and Citizens Advice requirements and follows casework management procedures
- 1.5. To be responsible for the management of own training programme and to be aware of time limits involved and work within the available resources
- 1.6. Maintain case records in accordance with quality standards and agency procedures when live training is undertaken
- 1.7. Identify and carry out appropriate social policy work
- 1.8. Identify when to refer clients for specialist advice within and beyond the Citizens Advice York
- 1.9. Ensure the training is undertaken in accordance with contractual requirements and meets the agreed targets
- 1.10. Work cooperatively with other members of the team to develop good relationships and collaborative working

2. Administration

- 2.1. Keep all advice reference materials and information resources updated, eg AdviserNet, legal reference books
- 2.2. Use IT for case recording, document production, statistical recording and other information required for reports on the service.

3. Professional Development

- 3.1. Keep up to date with legislation, policies and procedures relating to generalist advice work and attend appropriate training if policy changes occur during the training period
- 3.2. Attend relevant internal and external meetings as agreed with your line manager
- 3.3. Prepare for and attend supervision sessions / team meetings as appropriate.

4. Other duties and responsibilities

- 4.1. Contribute to monitoring and evaluation of the service to inform decisions about future commissioning of outreach advice services
- 4.2. Uphold the aims and principles of the Citizens Advice service, including promotion of equal opportunities and challenging discrimination
- 4.3. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- 4.4. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.