



## **Outreach Adviser - Full Time (Job Share considered)**

### **JOB DESCRIPTION**

**Salary** £14.52 p/h

**Hours** 37 per week

**Deadline** 10am, 27th January 2025

**Interview Date** 6th February 2025

**Responsible to** Senior Operations Manager

**To apply** Complete attached application form and return by above deadline

### **Role purpose**

The main aim of the post is to provide high quality advice and support for people in the York and District area.

The successful applicant will provide a generalist advice service, including benefits casework, to clients within community venues across York (be it in-person, over the phone or by Email).

The service will comply with General Help Quality Mark standards and 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, including potential part time working, please contact [admin.team@cayork.org](mailto:admin.team@cayork.org)

## **1. Advice and Social Policy**

- 1.1. Deliver and develop generalist advice sessions for people in the York and District area
- 1.2. Provide data and case studies to the fundraising team for reporting and campaigning
- 1.3. Undertake follow-up work including and negotiation with third parties on behalf of clients.
- 1.4. Ensure that all one-off advice and casework conforms to Quality Mark and Citizens Advice requirements and follows casework management procedures
- 1.5. To be responsible for the management of own caseload 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
- 1.7. Identify unclaimed benefit and other income generating entitlements for clients
- 1.8. Provide support and consultancy to other professionals including support and advocacy workers.
- 1.9. Identify and carry out appropriate social policy work
- 1.10. Refer clients for specialist advice within and beyond the Citizens Advice York
- 1.11. Ensure the service is provided in accordance with contractual requirements and meets the agreed targets
- 1.12. Work cooperatively with other professionals and partner advice agencies to develop good relationships and raise awareness of the advice service.

## **2. Administration**

- 2.1. Keep all outreach 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
- 3.2. Attend relevant internal and external meetings as agreed with your supervisor
- 3.3. Prepare for and attend supervision sessions / team meetings as appropriate.

#### **4. Other duties and responsibilities**

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