

Help Through Hardship Adviser

Role profile

Information gathering

- Answering telephone calls into a central helpline from members of the public in a sensitive and sympathetic manner
- Ensuring GDPR and that consent is gathered from the client
- Establishing clients eligibility for food bank vouchers
- Completion of the Trussell Trust e-voucher referral system
- Providing clients with the e-voucher and information on where they can obtain a food package
- Establishing the crisis that has resulted in the client having a need for a foodbank voucher

Advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
- Use Citizens Advice resources to find, interpret and communicate relevant information to clients
- Complete benefits checks when appropriate
- Research and explore options and implications so that clients can make informed decisions
- Act for the client where necessary using appropriate communication skills and channels

- Refer internally or to other specialist agencies as appropriate
- Ensure all work meets quality standards and the requirements of the funder and Citizens Advice
- Ensure work reflects and supports Citizens Advice's equality and diversity strategy
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Complete the required training to comply with quality assurance processes

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training
- Read relevant publications
- Attend relevant meetings
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

Administration

- Use of telephone and IT equipment for the delivery of the service in a confidential environment
- Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production
- Ensure GDPR compliant training is completed on an annual basis
- Ensure all work conforms to your organisation's systems and procedures

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 service
- Demonstrate commitment to the aims and policies of Citizens Advice
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues