

Role Description: Roma speaking Trainee Adviser

Hours:	37.5 hours per week
Status:	Permanent position
Salary:	£18,000 (rising to £20,300 on gaining General Advice Certificate usually within 6 months)
Responsible To:	Training Manager
Holiday:	30 days (plus bank holidays)
Closing Date:	9am Tuesday 6th April
Interview Date:	Monday 12th April

Please note most CARD staff are currently working from home due to the pandemic - going forward all staff will be expected to be able to work from home, our main office or an outreach venue, in line with service needs.

Trainee Adviser Job Description

At Citizens Advice Rotherham & District (CARD), we have an ambition to solve a client's problem at their first contact whenever possible, to ensure clients are seen quickly and by the right person. It is our aim that Rotherham residents, funders and partner organisations see CARD as a service that helps people deal with their problems and not merely a service that gives out a leaflet or signposts elsewhere. This post will be working in partnership with Rotherham Ethnic Minority Alliance (REMA) and the post holder will spend 3 days per week working with REMA as an outreach service.

Role purpose

In response to an identified community language need we are wanting to recruit and train an ROMA speaking advice worker.

On completion of their training the successful candidate will work alongside REMA colleagues to support Roma communities at ground level to establish a contact, build relationships, understand needs, discuss initiatives and deliver activities where Roma communities are.

With CARD they will be expected to work across the generalist and projects advice teams, supporting all clients, but particularly those from a Roma background, providing advice and information through different advice channels including (but not limited to) Adviceline, Generalist Advice and Projects.

Advice

- Advise clients in person or via telephone, video and web chat channels.

- Maintain and build own advice competence, through completing Citizens Advice adviser training and achieve full advice certificate within 12 months of joining.
- Advise in outreach environments as required, but particularly in partnership with REMA
- Work collaboratively with other colleagues involved in the advice work process.
- Maintain confidentiality about clients and their contact with the local citizens advice.
- Consult the advice session supervisor appropriately.
- Work closely with reception / screening staff to ensure that clients are seen promptly and efficiently and are well informed about where they are on the advice journey.
- Work within agreed CARD systems and procedures.
- Maintain an accurate record of advice provided on Casebook.
- Liaise with advice staff regarding support for individual clients.
- Ensure that you efficiently utilise appointment slots with supervision from the Advice Session Supervisor.

Roma Community Networking and Support

- Working with Roma communities at ground level to establish a contact, build relationships, understand needs, discuss initiatives and deliver activities where Roma communities are. The activities will be matched to the needs of the Roma community and the needs of the community.
- To actively encourage Roma communities to engage in projects, activities and services in their areas.
- Develop and support the Roma forum
- Coordinate Roma involvement in cultural events including Rotherham Diversity Festival and International Roma Day.
- To work as an active member of the Roma Khamoro

Research and campaigns

- Support the CARD lead on any campaigns the team are working on.
- Help the research and campaigns coordinator by identifying growing advice trends.

Professional development

- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions / team meetings / staff meetings as appropriate.
- Undergo relevant training as identified with your line manager.

Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Any other relevant advice and support duties required to ensure the smooth running of the local citizens advice.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Help set a positive and supportive environment by displaying our behaviours of being responsible, innovative and generous.

Trainee Adviser Person Specification

1. Confident communicator in English and Roma, both over the phone and face to face over video or in person.
 2. Ability to write in English detailed and quality case notes
 3. Proficiency in IT
 4. Ability to research difficult advice issues within reputable sources and convey complex information to the client, ensuring they have understood.
 5. Ability to learn and develop
 6. Ability to work under pressure and deliver quality work on time
 7. Ability to work on your own unsupervised and as part of a team.
 8. Understanding of and commitment to the aims and principles of the Citizens Advice service and our values.
-

How to apply

The application form and diversity monitoring form can be found on our website.

<http://www.citizensadvicerotherham.org.uk/vacancies/>