



**Rotherham  
& District**

## Role Description: Trainee Adviser

<b>Hours:</b>	<b>37.5 hours per week</b>
<b>Status:</b>	<b>Permanent position</b>
<b>Salary:</b>	<b>£18,000 (rising to £20,300 on gaining general advice certificate usually 6 months)</b>
<b>Responsible To:</b>	<b>Senior Advice Session Supervisor</b>
<b>Holiday:</b>	<b>30 days (plus bank holidays)</b>
<b>Closing Date:</b>	<b>9am Thursday 14th January</b>
<b>Interview Date:</b>	<b>week commencing 18th January</b>

*Please note all 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.

### Role purpose

In response to an identified community language need we are wanting to recruit and train an Arabic speaker advice worker. The successful candidate will work across the generalist and projects advice teams, supporting all clients, through different advice channels including (but not limited to) Adviceline, Generalist Advice and Projects.

### Advice

- Advise clients via face to face, telephone, video and web chat channels.
- Maintain and build own advice competence, through completing adviser training and achieve full advice certificate within 12 months of joining.
- Advise in outreach environments as required.
- 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.

## 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.
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## Trainee Adviser Person Specification

1. Confident communicator, both over the phone and in person over video or face to face.
  2. Ability to write 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.
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## How to apply

Download the application form and additional information from our website