



Community Connector Job pack

Thanks for your interest in working at Citizens Advice Cheshire West. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our organisation
- Our values
- 3 things you should know about the Citizens Advice service
- Information about the role
- The role profile and person specification



Citizens Advice Cheshire West

WHO ARE WE?

We are a locally focussed charity and the largest independent advice agency in Cheshire West and Chester. We operate four full-time offices, in Chester, Ellesmere Port, Northwich and Winsford, offering information, advice and assistance on most aspects of social welfare law. In 2017/18, we helped around 16,000 people from across the areas we serve.

WHAT WE DO

We provide free, impartial advice and information on a range of issues including employment, benefits, housing and debt. We offer a comprehensive service of information, advice, advocacy and representation, as well as working actively for change in the policies and practices of organisations that impact on the lives of the people we work with.

WHO WE WORK WITH

Through our daily interaction with residents from Cheshire West, we have an in-depth understanding of the issues local people are struggling with and we use our data and insight to tailor our services so that they help address the needs of local people.

RECOGNISING NEEDS

We recognise that problems don't just happen in isolation, but can have a severe effect on people's lives. Solving them helps to stop these situations escalating. The wider impact of advice (what we achieve as a result of solving problems and providing support) is just as important. Four out of every five people we work with said that our advice helped improve their lives.

THE DIFFERENCE WE MAKE

Having a problem can adversely affect a person's mental or physical health. 70% of the people we help say they feel less stressed and 46% say their physical health improved. This is also true for people with existing health conditions who require additional support from health services. 57% said they were better able to manage their condition after coming to us.

Our values

We're respectful. We treat others as we would wish to be treated ourselves.

We're helpful. We work cooperatively.

We're effective. We seek to secure the best-possible outcomes.

3 things you should know about Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity which includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

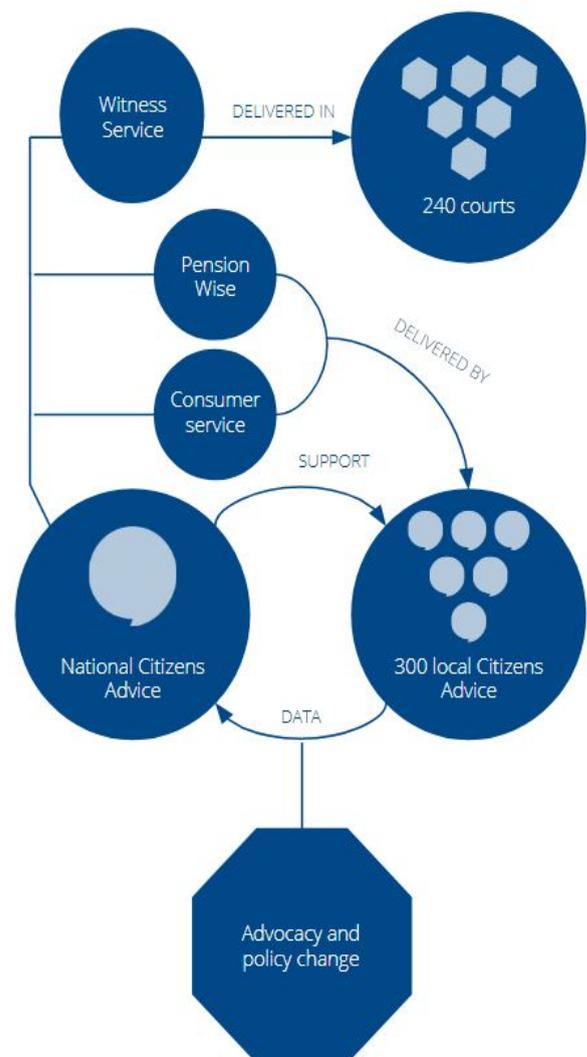
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

Developing this new client facing service, the focus of the Community Connector will be to help vulnerable clients who are having difficulties identifying and accessing the services available to help them.

By having local knowledge of the Ellesmere Port or Winsford community services and building relationships with those service providers, the Community Connector will assist vulnerable clients to find their way quickly through the number of services available to them to get the help they need when they need it. This will be done, for example, by signposting, referring, accompanying and/or advocating for the client.

Based in community venues, the Connector will also build relationships with clients to ensure needs are identified and understood. Funding for this role is initially for 12 months.



Role profile

Job Title:	Community Connector
Reporting to:	Head of Service Development
Salary:	£24,799 pa (pro rata)
Hours of work:	30 hours per week (4 days)
Location:	Ellesmere Port or Winsford
Role purpose:	The focus of this post is to enable vulnerable residents to access the right services at the right time for them. This includes statutory, public and voluntary services
Key accountabilities	Key elements/Tasks
Client relationships	<ul style="list-style-type: none"> - Build a relationship of trust with client to ensure individual client needs are fully understood. - Fully assess the level of support needed, recognizing client skills and abilities.
Support and enablement	<ul style="list-style-type: none"> - Refer, signpost or warm transfer clients to agencies as appropriate and with clear information to client. - Complete home visits where needed.

	<ul style="list-style-type: none"> - Clearly explain the role of agencies/statutory bodies to clients. - Assess the barriers that clients are facing and provide options to them for breaking down these barriers. This may include acting on behalf of the client. - Be an informal advocate for clients with agencies /statutory. - Help clients to complete basic forms that will quickly move their situation forward.
Working in partnership	<ul style="list-style-type: none"> - Ensure partners are fully aware of the Connector role and scope of it. - Establish effective working relationships with individuals from agencies/statutory bodies. - Develop and maintain a named contact list. - Keep up to date information on services available. - Develop effective referral mechanisms, appropriate to each organization.
Case management/ administration	<ul style="list-style-type: none"> - Maintain up to date case records compliant with GDPR. - Maintain an awareness of legislative developments, social trends and local needs likely to affect demand by clients.
Evaluation	<ul style="list-style-type: none"> - Review the effectiveness of the referral mechanisms and develop as appropriate. - Review the ease for clients to access the connector service and adapt accordingly
Training and development	<ul style="list-style-type: none"> - Identify and implement plans for own training and development needs. - Provide information sessions for frontline workers within local organizations to ensure understanding both of the post and client needs.
Other duties and responsibilities	<ul style="list-style-type: none"> - Undertake such other duties and tasks as may lie within the scope of this post to ensure the effective delivery and development of the connector service. - Work within the principles of the Poverty Truth Commission.

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| | <ul style="list-style-type: none">- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. |
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Person specification

Key Essential Criteria

1. Experience of developing one to one and ongoing relationships with clients.
2. Ability to assess client needs through effective and empathetic questioning.
3. Experience of working with vulnerable clients.
4. Working knowledge of relevant local community services and experience of effective relationship building with said services.
5. Ability to be assertive with frontline workers in organizations while maintaining an effective ongoing relationship.
6. Proven experience of working independently and effective decision making.
7. Proven ability to use initiative.
8. Experience of and a good working knowledge of statutory, public and voluntary organizations.
9. Experience of coaching individuals and holding small group training sessions.
10. Experience on case management systems and client record keeping.

Requirements for role

1. Awareness that Citizens Advice clients are at the heart of everything that we do.
2. A proven commitment to continuing professional development of self and wider team.
3. IT proficiency including competent use of Google and Microsoft Office.
4. Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout.
5. Willingness and ability to work occasional unsocial hours and undertake some travel throughout the UK with some overnight stays.

Citizens Advice Cheshire West is committed to equality and diversity and welcomes applications from all sections of the community.

Citizens Advice Cheshire West treats your personal data collected during the recruitment process in accordance with its data protection policy. Information about how your data is used and the basis for processing your data is provided in our job applicant privacy notice at www.citizensadvicecw.org.uk/vacancies

