



**Job description**

|  |  |
| --- | --- |
| **Job title:**  | Trainee Adviser (Kickstart)  |
| **Hours:** | 25 per week spread over 4 days to be agreed (Monday – Friday) |
| **Salary:**  | National minimum wage |
| **Reporting to:**  | Advice Supervisor |

This is an opportunity to:

* make a real difference to people’s lives by helping them to resolve their problems
* learn about a range of issues such as benefits, debt, employment and housing
* build on valuable skills such as communication, digital skills and explaining complex information
* increase your employability
* work with a range of different people, independently and in a team.

After completing an introduction to Citizens Advice and training for your role, you will be supported by a supervisor to:

* Explore clients’ issues over the phone, face to face (initially by video link), or online
* Use information resources to research the client’s legal rights and responsibilities, and the options available to them
* Explain the information and options to the client and if appropriate, support them to take action to resolve their problems. This might include drafting letters, making phone calls, or referring the client to another team/organisation
* Complete an accurate case record of client’s’ problem, advice given and any action you have taken
* looking out for problems’ that are common, or are unfair, and write a short report about the problem

**Other duties and responsibilities:**

* uphold the aims and principles of the Citizens Advice service and its equal opportunities policy.
* abide by health and safety guidelines and share responsibility for **own safety and that of colleagues.**
* carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Key skills, experience and qualifications:

* be open and approachable
* be non-judgmental and respect views, values and cultures that are different to your own
* have good listening skills
* have excellent verbal and written communication skills
* have good IT skills
* be able to research and understand information and explain it to others
* be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* be willing to undertake training in your role, including self-study