



**Job description**

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

This is an opportunity to:

* make a real difference to people’s lives as the first point of contact for the housing team
* 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:

* ensure clients are provided with a service based on sensitivity and respect
* deal with clients by telephone, email and other digital means, enter details on the national case management systems
* provide assisted information, low level advice, and/or signpost/refer clients to other services or book appointments as appropriate
* ensure the risk/urgency of a client’s situation is accurately assessed and the appropriate action taken
* liaise with supervisor regarding support for individual clients
* maintain and manage appointment system and service diaries
* ensure client documentation are scanned and attached to the electronic case management system and that files are accurately filed, logged, closed and archived in accordance with the organisation’s admin systems
* provide admin support on casework to the housing team
* log and collate information from client feedback cards and questionnaires and pass complaints to the supervisor.

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