

Job title

Trainee Adviser

Company name and postcode

Citizens Advice Wakefield District

Job summary

(Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

The trainee will learn how to become firstly an Assessor and then ultimately an Adviser for Citizens Advice. The role will include: talking to clients over the phone, face-to-face or online via webchat or e-mail to explore what problems they've come for help with and assess how best to assist them.

The role will also find information about the clients' problem to help them to understand their options and to help refer clients into specialist services offered by Citizens Advice. The role will involve writing casenotes of the clients problems and actions undertaken.

The skills the young person will develop include listening skills, an ability to understand information and to explain it to others, develop IT skills, develop casenote writing skills and to develop skills in researching various clients issues that may include developing knowledge of the benefits system, housing or employment laws and personal budgeting skills.

The role requires flexibility to work in the office or remotely if necessary.

Essential skills, experience and qualifications (please do not use bullet points)

An ability to listen carefully and to be non-judgemental and respect rules, values and cultures that are different to your own;

Must be friendly and approachable.

Must have good verbal and written skills.

Must be numerate

Must have good IT skills.

Must be willing to learn about Citizens Advice and follow its principles and policies including confidentiality and data protection.

Must be willing to undertake further training.

Job category (DWP use only)**Number of hours per week**

25

Working pattern and contracted hours (including any shift patterns)

Normal office opening hours are Monday to Friday 9am to 5pm and all working hours of the role will be within these hours. to be agreed with the trainee.

Hourly rate of pay

£8.91

Details of employability support (training opportunities/mentor)

The post holder will complete the comprehensive Citizens Advice Generalist

Assessor and Adviser training programme. This blended learning programme consists of a series of self-study eLearning modules and case studies, observations of experienced staff, tutor lead sessions, one to one review discussions and end of unit assessments. Support and guidance throughout the training will be provided by Citizens Advice Wakefield Districts training team and once completed they will receive ongoing support from a team of Advice Session Supervisors.

The training will cover interviewing and case recording skills and the basic principles of the UK legal System including discrimination laws covered in the Equality Act and Data Protection laws. They will gain

the knowledge
that will enable
them to give
generalist
advice and
information on
our main enquiry
areas (Benefits,
Consumer,
Work, Housing,
Family, Debt
and
Immigration).