



British Sign Language (BSL) Community Engagement Adviser

Job pack

Thanks for your interest in working at Citizens Advice Doncaster Borough. 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 values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Doncaster Borough
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Emma Burdon, by emailing emma@citizensadvice-doncasterborough.org

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales. Citizens Advice Doncaster has office in Doncaster centre, Thorne, Mexborough and Stainforth.

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 Doncaster Borough works

We are an independent charity governed by our trustee board, and operating from 3 main offices, plus outreaches, across the city of Doncaster.

We are a forward-looking and expanding organisation with a team of paid and volunteer advisers and admin staff managed by our Operations Manager, James Woods. Our team work across all our offices to deliver high quality generalist advice and casework in debt and benefits – and clients have access to our services through drop-in, appointment, telephone, email and webchat.

We are committed to Citizens Advice aims, principles and policies and equality and diversity standards are embedded throughout our organisation. It is essential that all our clients have an equal opportunity to access our services and all our staff work hard to put this into practice.

Overview of Citizens Advice

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

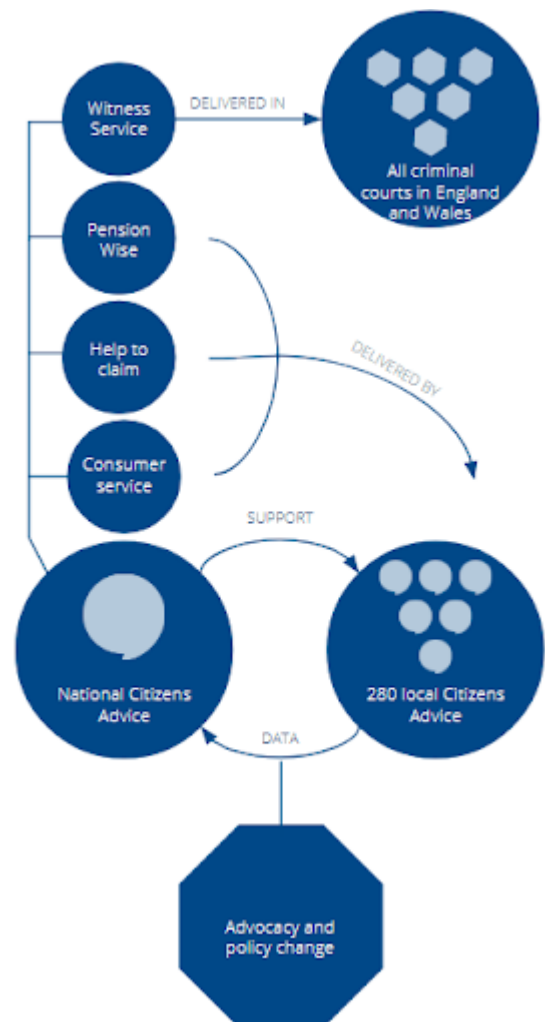
This role sits within our network of independent charities, delivering services from

- 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.



Role profile

We're looking for an adviser to work with Deaf clients across Doncaster. You will be a regular user of BSL, for example a Deaf person for whom BSL is your first language.

Alternatively, you will have reached the National Occupational Standards in interpreting and be registered with National Registers of Communication Professionals working with Deaf and Deafblind people (NRCPD).

The role involves advising clients on a variety of subjects, but particularly focusing on debt and welfare benefits. Citizens Advice adviser training is preferred but not essential. A key part of the role is promoting the service to Deaf people throughout the city of Doncaster.

Role purpose

- To provide a high-quality advice and support services which meet the needs of the deaf community
- To provide Financial Capability and Income Maximisation advice to clients.
- To share responsibility for compliance with the Projects targets and requirements.
- Ensure quality standards are met.
- To work effectively with other partners to deliver a seamless service to clients from within the deaf community
- Undertake service delivery at Outreach venues as required.
- To contribute to the Research and Campaigns work of Citizens Advice Doncaster Borough.
- To promote improved access to services to the deaf community and improve the links and access they have to improve quality of life.

Advice

- Provide General Advice and assisted information to clients at our offices and outreach locations
- Empower clients to act on advice and information provided

- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate benefits.
- Provide advice and assistance to other staff across the whole range of advice issues.
- Ensure that all casework conforms to the organisation's Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to the organisation's systems and procedures.

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.
- To raise awareness of issues impacting the deaf community

Professional development

- Keep up to date with legislation and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the Team Leader and/or Line Manager.
- Assist with Service initiatives for the improvement of services for deaf people locally
- To keep up to date with national legislation affecting deaf people and local strategies and resources.

Administration

- Review and make recommendations for improvements to Citizens Advice services used by the deaf community.
- Maintain local information systems.
- Use IT for statistical recording, record keeping and document production.

- Keep up to date with policies and procedures relevant to organisational work and undertake appropriate training.
- Attend internal and external meetings as agreed with the Team Leader and/or Manager with the focus of promoting and improving links for the deaf community
- Maintain close liaison with relevant external agencies.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.

Person specification - you need:

- You will be a regular user of BSL, for example a Deaf person for whom BSL is your first language.
- Alternatively, you will have reached the National Occupational Standards in interpreting and be registered with National Registers of Communication Professionals working with Deaf and Deafblind people (NRCPD).
- Understanding of, and commitment to, Citizens Advice aims, principles and policies.
- Ability to take the initiative and make appropriate decisions.
- Willingness to work at any of our offices or community locations
- To be conscientious with a desire to go the extra mile for our service and our clients
- Excellent organisational skills.
- Experience of staff supervision (whether paid or volunteer staff) including knowledge of training, development and motivation.
- Experience of working towards agreed targets.
- Effective communication skills especially with BLS users
- Ability to plan and rearrange own work and work of others in a pressured environment.
- Ability to use and develop IT and social media for service delivery.
- Numeracy skills for monitoring and analysis of statistics
- Ability to earn and maintain the trust and confidence of people both within our team and externally amongst stakeholders, partners and contacts.
- Ability to contribute to the team combined with willingness to learn and develop.

- Ability to plan ahead.



Terms and conditions

The post will be subject to a 6-month probationary period.

Hours of work are 30 per week.

Salary is £22,000.00 per annum Pro Rata

Your holiday entitlement is 5.6 weeks, or 28 days which are inclusive of the 8 normal bank holidays plus 4 associated days. Holiday entitlement is pro-rata for part-time employees.

Our holiday year runs from 1 April to 31 March.

The post is for 12 months - Continuation after initial 12 months is reliant on continued funding, in the event that funding is reduced or withdrawn, hours may be reduced or withdrawn accordingly following appropriate notice. You may also have the opportunity to take additional paid hours depending on funding available from time to time.

• What we give our staff

You will receive training and support appropriate to your role as an employee at Citizens Advice Doncaster Borough.

You will have the opportunity for professional development and will be an integral part of our friendly and committed team – with all the peer support and confidence that brings.

You will have the option to join our pension scheme administered through NEST. Pension contributions are 8% of eligible salary (which includes a 5% employee's contribution).