



## British Sign Language (BSL) 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](mailto: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. Our CEO is James Woods

We are a forward-looking and expanding organisation with a team of paid and volunteer advisers and admin staff managed by our Operations Manager, Emma Burdon . 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.

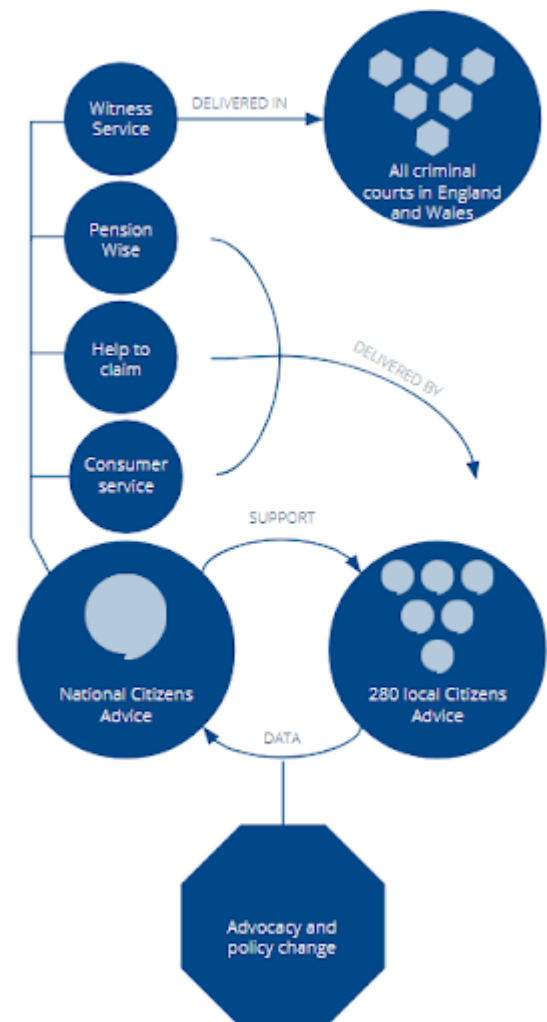
This role sits within our network of independent charities, delivering services from

- 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 are looking for an Adviser to work with Deaf clients across Doncaster.

You will be a regular user of BSL and have achieved Level 2/ 3 BSL Certificate, 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 will require you to provide high quality customer service to clients, working to achieve the best outcomes for clients whilst demonstrating commitment to the aims and principles of the Citizens Advice Service. A key part of the role is promoting the service to Deaf people across the city of Doncaster and ensuring support services are accessible.

### **Role purpose**

- Provide high-quality advice and support services which meet the needs of the deaf community
- To promote improved access to services to the deaf community
- Engage with Doncaster residents and support groups to ensure those within the deaf community and their families are aware of support services available and how to access them
- Provide Financial Capability and Income Maximisation advice to clients.
- To share responsibility for compliance with the Projects targets and requirements.
- Ensure high quality standards are met and that data is captured and recorded accurately.
- To work effectively with other partners to promote awareness in order to deliver a seamless service to clients
- Undertake service delivery at Outreach venues across the city as required.
- To contribute to the Research and Campaigns work of Citizens Advice Doncaster Borough.

## **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.
- Liaise 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 Quality standards, systems and procedures.

## **Research and campaigns**

- Assist with research and campaigns work by providing information about clients' circumstances.
- 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

## **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 will be a regular user of BSL and have achieved BSL level 2/3 Certificate

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

- Experience of providing Advice
- Effective communication skills with particular emphasis on negotiating and representing.
- Understanding of the challenges involved in interviewing clients, identifying issues and prioritising needs
- Effective writing skills including preparing reviews, reports and correspondence.
- Ability to prioritise own workloads, meet deadlines and manage a caseload.
- Experience of working within the Deaf Community and engaging with service users and community groups
- Excellent IT skills with the ability to maintain databases and spreadsheets
- Ability and willingness to work as part of a team.
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.

## **Desirable Criteria**

- Experience of providing advice or have transferable skills
- Understanding of welfare rights and benefits
- Have access to a vehicle and be willing to travel



# Terms and conditions

Hours of work - 25 per week.

Salary - £29,000 per annum Pro Rata

A full-time post holder will be entitled to 38 days which are inclusive of the 8 normal bank holidays and 4 associated days. Holiday entitlement is pro-rata for part-time employees. The leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> 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.