



# Home Visitor

## Job pack

### Want to chat about this role?

If you want to chat about the role further, you can contact Charlie Young by emailing [c.young@arunchichestercab.org.uk](mailto:c.young@arunchichestercab.org.uk) or calling 01243 866233

## 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.



## The purpose of the role

ACCA has received funding from The National Lottery Community Fund to expand its home visiting service so that we can reach the most vulnerable without restriction.

The aim of the project is to provide a high quality, effective and efficient advice and information home visiting service to vulnerable clients who require, due to capability or complexity of the issue, a face to face service and, because of a disability or caring responsibility, are not able to attend one of our advice centres.

The service will respond to any enquiry area that individuals require advice and information with to ensure they are treated equally. The advice areas include welfare benefits, debt and money, housing, consumer, family/relationships and immigration.

The adviser should be able to empower clients where possible and take on casework as needed.



## **Role profile**

### **KEY DUTIES/ACCOUNTABILITIES**

1. To interview clients in their own homes, providing appropriate advice and information, exploring options and implications to help clients set priorities and make decisions.
2. To manage casework via telephone, email, post and video call when not home visiting, in a home working or office setting.
3. To undertake a holistic approach to the client and deal with related issues as well as the presenting issues.
4. To undertake casework on clients' behalf, write letters and negotiate with third parties.
5. To maintain clear and accurate case records that meets the quality standards of the Membership Scheme.
6. To maintain records as required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation.
7. To seek support as necessary to ensure quality of advice, good practice and that the degree of casework taken on is appropriate.
8. To utilise an internal referral system between the advice centres in ACCA.

### **TRAINING**

1. Keep informed of new and changing legislation relevant to the post and of issues and policies in all advice areas.
2. Keep up to date with all the regular Citizens Advice circulars and information items.
3. Attend regular training to develop knowledge, skills and expertise.
4. Participate constructively in team meetings.
5. Use computers in areas relevant to the post. The post holder must be willing to undergo training in Information & Communication Technology and case management software and apply it as needed to carry out the tasks of the post.

## **SOCIAL POLICY**

1. Recognise the root causes of problems and contribute social policy evidence in line with the twin aims of the Citizens Advice service, highlighting issues of particular concern to disadvantaged groups and clients in general.
2. Participate in local and regional social policy initiatives developed by ACCA, its projects and partner organisations.

## **ADMINISTRATION**

1. Ensure that the information sources in use are up to date.
2. Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions.
3. Be responsible for own file management and letter writing and implement administrative procedures as directed by Line Manager.
4. Record outcomes on the database throughout the case management process.
5. Contribute to reports for Line Manager giving update of project, including all financial outcomes and a sample of case studies.

## **POLICIES OF CITIZENS ADVICE**

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.

2. The post holder must have due regard in the planning and execution of their duties and at all times to the aims, principles and policies of ACCA and Citizens Advice.

## **ESSENTIAL**

1. Able to work unsupervised.
2. Use of car with business insurance.
3. Good IT skills.
4. Good communication skills.

## **DESIREABLE**

1. Advice background.
2. Knowledge of charity sector.



# **Person specification**

1. Ability to collect client data and record this in a clear and professional way.
2. Follow project guidelines to record required outcomes.
3. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality, diversity and inclusion goals.
4. A willingness to learn and develop and reflect on practice.
5. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
6. Ability to monitor and maintain own standards.
7. Numerate and literate to the level required by the tasks.
8. Effective written and oral communication skills.
9. Able to remain motivated when working independently and with minimal supervision.
10. Knowledge and understanding of the problems people face in our local community.

# What we give our staff

- 20 days' annual leave FTE (+ bank holidays)
- Workplace pension available
- Employee Assistance Programme
- Commitment to continued professional development
- Supportive and flexible employer
- An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community