



# Dementia Outreach Worker

## Job pack

Thanks for your interest in working at Arun and Chichester Citizens Advice. 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
- 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 Charlie Young by emailing [c.young@arunchichestercab.org.uk](mailto:c.young@arunchichestercab.org.uk) or calling 01243 957621

## 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.

**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.

# 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 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.





## The role

To provide a high quality, effective and efficient benefit focused advice service in the community to people living with Dementia, their families and carers.



## Role profile

### Advice Work

- \* To interview clients at the relevant outreach, providing appropriate advice and information, exploring options and implications to help clients set priorities and make decisions.
- \* To undertake benefit checks and maximise client's income where possible.
- \* To support clients completing benefit applications and form filling.
- \* To have good knowledge of the current benefits system and an awareness of other enquiry areas.
- \* To maintain clear and accurate case records that meets the quality standards of the Membership Scheme. To maintain records as required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation.
- \* To seek support as necessary to ensure quality of advice, good practice and that the degree of casework taken on is appropriate.
- \* To set up a good internal referral system between the three advice centres in ACCA.

### Training and Professional Development

- \* Keep informed of new and changing legislation relevant to the post and of issues and policies, particularly in relation to benefit and debt changes.
- \* Keep up to date with all the regular Citizens Advice circulars and information items.
- \* Attend regular training to develop knowledge, skills and expertise.
- \* Participate constructively in team meetings.

\* 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.

### **Research and Campaigns**

\* 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.

\* Participate in local and regional social policy initiatives developed by ACCA, its projects and partner organisations.

### **Administration**

\* Ensure that the information sources in use are up to date.

\* Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions.

\* Be responsible for own file management and letter writing and implement administrative procedures as directed by Line Manager.

\* Devise and implement spreadsheet to record referrals, financial outcomes, improved well-being and any other outcomes necessary for the project.

\* Contribute to reports for Line Manager giving update of project, including all financial outcomes and a sample of case studies.

#### **Policies of the Citizens Advice Service**

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

\* 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



## **Person specification**

1. Ability to collect, analyse and present project data.
2. Ability to use systems to collect, collate and share information about project achievements and outcomes.

3. Show an understanding of and commitment to the aims and principles of the Citizens
4. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them.
5. Ability to develop and maintain positive working relationships with external stakeholders
6. A willingness to learn and develop and reflect on practice.
7. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
8. Ability to monitor and maintain own standards.
9. Effective written and oral communication skills.
10. Ability to use IT applications to record statistics and produce spreadsheets of the data collated.

In accordance with Citizens Advice national policy we may want the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

## **What we give our staff**

- 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