



Domestic Violence Specialist Adviser



The role

This post is funded by the Volant Trust, set up by author JK Rowling. The post holder will provide targeted and sensitive advice and wraparound support to those living with or escaping domestic violence and sexual abuse. The post holder will cascade learning to help upskill our volunteer advisers throughout Cornwall to ensure that anyone seeking help as a result of being a survivor of domestic abuse and sexual violence receives appropriate support and guidance.

How the postholder will work.

- Up to 25 hours per week
- Salary - £23,345 pro rata for part time working
- December 2021 – November 2022
- Hybrid working from home and local Citizens Advice office
- Full training provided
- Access to mental health and wellbeing support from Togetherall
- 20 days holiday, plus 8 Bank Holiday pro rata for part-time working



Role profile

What the person will do

Casework

- Interviewing clients, both face to face, on the telephone and video appointment to enable them to explain their enquiry and set priorities
- Exploring options and implications so the client can reach a decision

- Provide advice and casework and make home/outreach visits as necessary
- Acting, where necessary, on behalf of the client, negotiating, drafting or writing letters and making appropriate referrals
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all casework conforms to the organisations Quality of Advice.
- Engage and work with other agencies such as First Light and refuges and/or advise on related issues where this is in the interests of the clients

Training

- Deliver training to Generalist advisers in recognising the signs of domestic, sexual and financial abuse to enable them to offer appropriate support.

Administration

- Use IT for statistical recording, record keeping and document production.
- Attend internal and external meetings as agreed with the manager.
- Maintain a library of reference material and case law.
- Liaise with statutory and non-statutory and present the service on outside bodies as appropriate.

Personal Development

- Keep up to date with legislation, policies and procedures and undertake appropriate training
- Attend relevant internal and external meetings as agreed with the line manager.
- Ensure full compliance with Confidentiality and Lone Working policies, GDPR, Safeguarding and ASK RE (Domestic violence)

Social Policy

- Maintain an awareness of the work of the Research and Campaigns team locally and nationally
- Identify social policy issues that support the work of the Research and Campaigns team

General

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed
- Keep up to date with charity policies, procedures and have an understanding and awareness of current client issues
- Ensure the work reflects and supports Citizens Advice service equality and diversity strategy
- Abide by health and safety guidelines and share responsibility for our own health and safety and that of the wider team
- Develop and maintain effective administration systems and records relevant to the role
- Maintain an awareness of the work of the Research and Campaigns team locally and nationally
- Identify social policy issues that support the work of the Research and Campaigns team
- Represent the organisation as appropriate at Citizens Advice and other statutory, voluntary and commercial organisations, professional bodies and institutions.
- Oversee and monitor effective and efficient administrative systems.
- Attend meetings as required.
- Complete the required training to comply with quality assurance processes
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service



Key Relationships

- Service Delivery Lead (Line Manager)
- Supervisors and Project Leads
- Learning and Development Lead



Person specification

Essential Criteria

- Strong advice experience with a particular interest in supporting those who have experienced domestic abuse and sexual violence

- Demonstrable ability as an adaptable and effective communicator, delivering and accepting information at a variety of people levels (verbal, written, presentation).
- Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
- Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service.
- Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures. Utilising IT in the provision of advice and the preparation of reports and submissions.
- Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records
- Numeracy skills and the ability to work within established financial systems.
- Fully conversant with Microsoft Office Suite including excel, word, outlook, PowerPoint and Teams.
- The ability to commit to and work within the aims, principles and policies of the Citizens Advice service and the vision of Citizens Advice Cornwall
- Commitment to reflective performance and continuing professional development
- Willingness to work as part of a team or alone
- Ability to work on own initiative
- Ability to travel and work across Cornwall

Desirable Criteria

- Experience of delivering training to small groups
- Understanding of the voluntary and community sector and the challenges and opportunities facing the sector

Thanks for your interest in working at Citizens Advice Cornwall. 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 locally and as part of a nationwide service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice Cornwall and Citizens Advice nationally
- The role profile and personal specification

- Terms and conditions
- What we give our staff

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 9 local offices and several digital outreaches and work closely with 300 independent local Citizens Advice services across England and Wales and 6 national offices.

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.

Citizens Advice Cornwall

Citizens Advice Cornwall offers free, independent, confidential and impartial advice to everyone, covering areas such as benefits, debt, employment, housing, consumer issues and discrimination. We value diversity, promote equality and challenge discrimination.

We aim at all times to recruit the person who is most suited to the job and welcome applications from people of all backgrounds. We particularly welcome applications from disabled, Black, Asian or Minority Ethnic people, as they are currently under-represented in our workforce.

Whilst we rely on volunteers to take on a wide variety of roles, the day-to-day management and organisation is undertaken by a dedicated team.

The service aims to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

We have 9 offices located across Cornwall and also deliver our services through phone, webchat, email, text service and face to face via digital Help Hubs and in person.

We help around 9,500 people every year across a range of projects including our Core Generalist Advice Service, Money Advice Service, Help to Claim (Universal Credit), Macmillan, specialist casework in housing, employment and benefits and financial capability and energy projects.

We have around 80 members of staff and up to 120 volunteers providing the service and we work with a number of other voluntary sector and statutory bodies to provide seamless support to the most vulnerable in our community.

How we fit into the Citizens Advice service nationally

Citizens Advice Cornwall is an independent charity and a member of the national Citizens Advice service. Citizens Advice is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

The Citizens Advice service is a network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

This is provided by:

- 6,500 local staff
- over 23,000 trained volunteers

This means that 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live. Our ambition in Cornwall is that everyone can access our help easily and locally via phone, webchat, email, text and where necessary in person.

In accordance with Citizens Advice national policy the successful candidate will be required to undergo screening for a basic criminal check (DBS). However, a criminal record will not necessarily be a bar to your being able to take up the job.

