



EUSS Project Worker

Job pack

Thanks for your interest in working at North and West Gloucestershire 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 and North and West Gloucestershire 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 Clare Knapman by emailing Clare.knapman@gloscab.org.uk or calling 01452 527202 ext 236

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.

How North and West Gloucestershire Citizens Advice works

North and West Gloucestershire Citizens Advice provides advice services to 13,000 people each year with 28,000 issues. We deliver services to the residents of Gloucester, Tewkesbury, Forest of Dean and Cheltenham. We provide the services with the help of 80 volunteers and 26 staff who provide advice face to face in a number of locations, as well as by email and telephone. Due to Covid, our services are provided by telephone and email and staff are currently based remotely.

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.

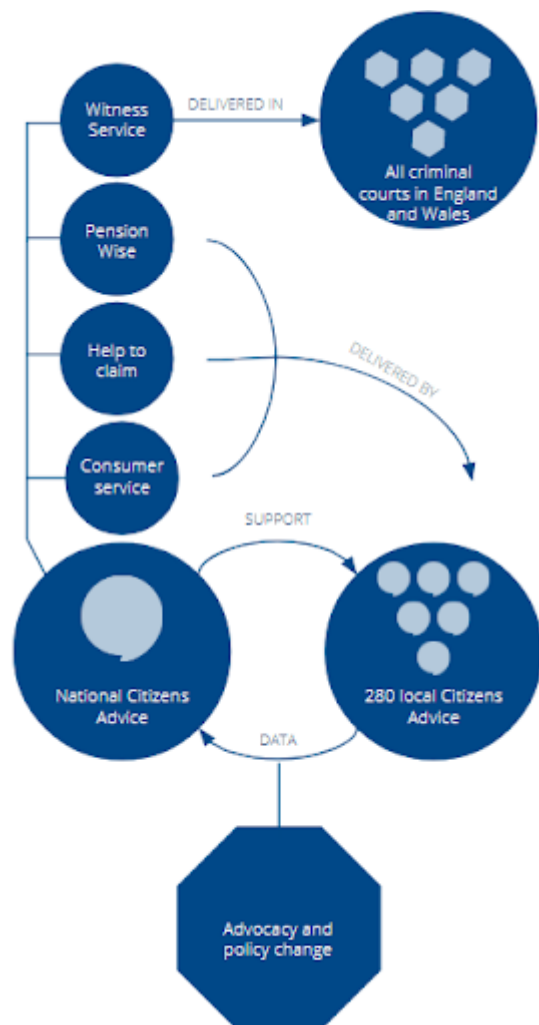
This role sits our network of independent charities, delivering services from

- 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

This role is to support vulnerable EU Citizens to apply for pre-settled or settled status. You will work with partner agencies to engage with vulnerable people and help them make successful applications. This is a 6 month contract which will initially be home based.



Role profile

- Work with partners agencies to identify and engage with EU citizens who are vulnerable and need support applying to the EU settlement scheme.
- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Act for the client to help with apply for pre settled or settled status, using appropriate technology
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / OISC and other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Administration

- Attend relevant internal and external meetings as agreed with line manager.

- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.

Other

- Complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

Essential Criteria

- Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- Proven understanding of equality and diversity and its application to the provision of advice.
- Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
- Ability to work in partnership with staff from statutory and voluntary agencies, promoting the service to their clients
- Ability to use technology to assist with applications

Desirable Criteria

- Have Knowledge of the EU Settlement Scheme

In accordance with Citizens Advice national policy we will may 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.



Terms and conditions

The salary for the role is £22,126 to £25,570 pro rate (dependent on experience.)
The post is 5 days per week for 6 months (although job share will be considered),
with 25 days annual leave (pro rata).