

## **Role profile**

### **Trainee Adviser**

#### **Phone and face to face interviews**

#### **Purpose of role**

To help provide an effective and efficient triage service to members of the public, both on the phone and face to face.

To help influence government and other organisations by informing them of the effect of their actions on the lives of clients.

#### **Responsibilities will include:**

- Assessing clients' problem(s) using sensitive listening and questioning skills.
- Identifying key information - time limits, key dates, any requirement for urgent advice or action.
- Confidence to use our approved websites, scripts and any other diagnostic tools as necessary.
- Identifying and summarise the essence of the problem.
- Establishing what the client wants.
- Assessing and agreeing the appropriate next step, taking into consideration the client's ability, the complexity of the problem and the office's resources.
- Referring clients appropriately using knowledge of the clients' needs, agreed protocols, and resources available.
- Making arrangements for appointments and informing clients of what is required of them and what to expect.
- Signposting clients appropriately to suit their needs following agreed protocols.
- Contacting external agencies and organisations to resolve the client's query.
- Providing clients with discrete advice appropriate to their individual needs.
- Using a computer to record all information during interviews onto our database system.

#### **Person specification:**

- Ability to communicate clearly both orally and in writing.
- Excellent communication skills, both face to face and over the telephone.
- Good IT Skills in order to do data entry and the confidence to use the internet and email.
- Being open and approachable.

- Ability to quickly sift through information and extract what is relevant.
- Respect for views, values and cultures that are different to their own.
- An understanding of why confidentiality is important.
- A positive attitude to self-development and assessment.
- Ability to work as part of a team.
- Willingness to receive feedback.
- Ability to recognise their own limits and boundaries in the role.
- A commitment to the aims and principles of the Citizens Advice service.

## **Time commitment**

### **1. Commitment during Training**

Length of training: 12 weeks

You need to allow for **8-10 hours** per week during training

This includes:

- Tutorials - One morning a week 10.00-1.00
- Self-Study (can be done at home or in the office)
- Observations

#### **Plus:**

Attendance at an external one day interview skills training course.

### **2. Commitment once Advising**

Minimum of two half days per week, 9.40am - 1.00 or 12.45 - 4.15

You may choose to do more sessions. Usually this would not be on the same day.

#### **Plus:**

Monthly training and team meetings.

**Due to the training involved we ask that all Advisers commit to working with us for at least 18 months after the training has finished**

Anyone who is interested and can make the required commitment should contact the Recruitment Team by email: [recruitment@citizensadvicereading.org](mailto:recruitment@citizensadvicereading.org)

### **Covid-19 Update July 2020**

As our offices are currently closed to all staff, volunteers and the public, the training will take place online via Google Meet. Trainees will be helped to set up a GSuite account in order to access the webinars and eLearning. On completion of the training course, if necessary, trainees will volunteer remotely and focus on telephone advice. The service and role of volunteers will be regularly reviewed throughout the pandemic and adapted as necessary. We will expect our volunteers therefore to be flexible to the requirements of the service, subject of course to their own health and safety concerns.