



Referral Support Officer

Ethnic Minorities and Youth Support Team (EYST) Multilingual Helpline project

Job pack

Thanks for your interest in working at 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
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Helene Hayes by emailing helene.hayes@citizensadvice.org.uk

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

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 279 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 our organisation works

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 in the national charity, which includes

- 950 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

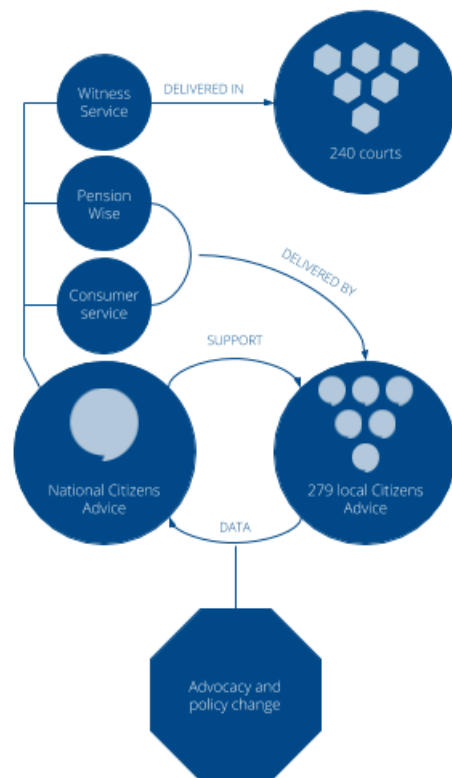
Our network members are all independent charities, delivering services from

- 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 team

The role you're applying for is in the Operations Directorate and in the Wales partnership team. Here are 3 ways you can find out more about us:

1. **[Citizens Advice - for everyone, for 80 years:](https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814)**
<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
2. **[Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice:](https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7)**
<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>
3. **[Short films on the Advicelink Cymru service: Citizens Advice advisers and partners describe the difference that Advicelink Cymru has made:](https://drive.google.com/drive/folders/1DjAsThUs0qbvHUHGAmiSQt4jF1dkcdKt)**
<https://drive.google.com/drive/folders/1DjAsThUs0qbvHUHGAmiSQt4jF1dkcdKt>



The role

We have a rare vacancy within our Wales team for a 0.5 FTE Referral Support Officer. This role is funded by the Lottery until 31 June 2023.

Based in the Wales Partnerships Team, this new role will focus on promoting referrals and drawing together good practice on how we reach out to people from Black, Asian and minority ethnic communities in Wales who need advice. This work will contribute to our organisational EDI objectives and the Welsh Government's strategic equality objectives.

The Referral Support Officer will be expected to determine, prioritise and manage their day to day workload with minimal supervision. They will be asked to develop plans and ideas for their work and present them for approval by the Head of Partnership Development, Wales. This may involve working with other staff across the organisation.

The level of decisions made will be determined mainly by the required deadlines of any particular piece of work. The Referral Support Officer's priority will be to support referrals from the Ethnic Minorities & Youth Support Team (EYST's)

Multilingual Helpline, gather feedback on barriers to access, and aid the effective dissemination of referrals to the wider network of local Citizens Advice offices and quality assured advice providers.

They will need to have the skills and confidence to work effectively with the Local Citizens Advice Network, the public and in external meetings with existing and potential partners. They will need to have the confidence, ability and skills to keep themselves briefed on our referral processes and respond to partners within deadlines. They will also need to be flexible and re-plan where situations arise beyond their control.



Role profile

Band:	Support - Upper-Level	
Reporting to:	Head of Partnership Development	
Salary at appointment:	£22,663 pro rata for 0.5 FTE (18 hours per week)	
Location:	Flexible (Cardiff, Birmingham, London, Leeds, or home working)	Travel H/M/L: L
Team overview:	This role is in the Wales partnership team, which is part of the Operations directorate. The team is responsible for developing partnerships at national level, maintaining relationships with external partners and sharing information with the network of local Citizens Advice.	
Role purpose:	To provide administrative and organisational support to the Wales partnership team, including liaising with partners to increase referrals from priority groups with a focus on Black, Asian and minority ethnic communities.	
Key accountabilities	Key elements/Tasks	% of Time
Ensure EYST partners have effective access to our Single Advice Fund "Advicelink Cymru" advice services	<p>Gathering information on barriers to access and good practice in improving access to advice from Helpline advisers using method agreed by Ethnic Minorities & Youth Support Team (EYST) and Citizens Advice</p> <p>Gathering and keeping under review an overview from EYST about estimated referral volumes</p> <p>Managing partner (EYST) expectations around referral timescales</p> <p>Train existing/new EYST Helpline advisors to understand which callers would benefit from social welfare advice and onward referrals into the Citizens Advice Network</p> <p>Ensuring EYST staff are trained on referral processes, including sharing referral system FAQs, guidance and training videos</p> <p>Liaising regularly with Funded Services team colleagues to ensure that an effective system for recording and tracking</p>	50%

	<p>referrals and referral outcomes from the Helpline into the Citizens Advice Network is in place</p> <p>Supporting referrals from EYST and their partners and onwards referral to other advice/support providers</p> <p>Responding to EYST/partner queries and feedback and providing support for Helpline and Citizens Advice where referral issues occur</p> <p>Learning from the Local Citizens Advice Network on good practice on successful implementation of regional referral pathways which reach out to target groups</p> <p>Escalating any GDPR/data protection queries onto the relevant colleagues within agreed timescales</p>	
<p>Communication and Partner engagement</p>	<p>Support to promote awareness of the Helpline across the Citizens Advice Network</p> <p>Gathering and analysing information to maintain an up-to-date picture of the EYST/partners work with Black, Asian and ethnic minority communities in Wales</p> <p>Participation in partnership meetings with EYST Multilingual Helpline Manager to review referrals into the Citizens Advice Network</p> <p>Providing high quality briefings for EYST/partners which build rapport and commitment to effective partnership working</p> <p>Record contacts made and maintained, and gather feedback from stakeholders, to evaluate the impact of partnership development work and provide briefings to colleagues.</p> <p>Work with local Citizens Advice offices and partners to develop confidence in using referral systems.</p>	<p>30%</p>

Contribute to team	<p>Maintain a flexible and supportive role in respect of the broader links between this and other Citizens Advice work, including working on other short-term projects under the direction of the line manager</p> <p>Participate in Wales Team Meetings and events</p>	10%
General	<p>Develop an understanding of the aims and principles of Citizens Advice and the projects, campaigns, partnerships and networks that enable Citizens Advice to deliver its strategy</p> <p>Undertake training required for all roles e.g. GDPR, EDI</p> <p>Undertake any additional activities that are consistent with the general duties of this post, including direct support to the Head of Partnership Development</p>	10%



Person specification

Essential

1. Excellent communication skills, producing and presenting high quality presentation/written material.
2. Ability to establish effective working relationships with people at all levels across a range of organisations and differing business cultures.
3. Good understanding of the barriers to access facing marginalised communities and people.
4. Proven ability to influence and negotiate with external and internal stakeholders, including the network.
5. Ability to understand, explain and work within standardised processes e.g. referral systems.
6. An interest in evaluation, impact and demonstrating value.

7. Attention to detail, proofreading documents, cross referencing against data sources and quality assuring all outputs.
8. Proven ability in managing own workload, planning, prioritising and coordinating work, working with colleagues flexibly but firmly.
9. Willingness and ability to undertake occasional travel, sometimes involving overnight stays.

Desirable

1. Knowledge and understanding of the linguistic, cultural and devolved political system relating to Wales.

Requirements for role (candidates will confirm at interview)

- IT proficiency including competent use of Google and Microsoft Office.
- High levels of enthusiasm and determination, with a 'can do' attitude and willingness to take on new challenges and responsibilities.
- Ability to develop and maintain an inventive, responsible and generous team culture in which equality and diversity are well managed and people can do their best.
- Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity are embedded throughout.

Terms and conditions

PROFICIENT SALARY: As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. ANNUAL/TOTAL LEAVE

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. PENSION SCHEME

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. LEARNING AND DEVELOPMENT

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. INTEREST FREE LOANS

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. SALARY SACRIFICE SCHEMES

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class,

educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

13. LOCATION

As advertised

14. EMPLOYMENT STATUS

As advertised

15. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

16. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree to a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website: https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/)



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:

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