



Job Description

Role	Outreach Advisor
Reporting to	Service Delivery Manager
Salary and Contract	£24 960 FTE depending on experience Fixed term – One Year
Location	Citizens Advice Office (Choice of Crawley/Horsham/Worthing or Shoreham-subject to space – with travel within the communities)
Hours per week	22 – 37 Hours per Week
Contract Term	Fixed term one year initially
Team overview	Working in the Advice Community Projects Team
Role overview	<p>About the Role:</p> <p>As an Outreach Advisor, you will work across various settings depending on funding requirements. Typically, this involves being co-located with the funder at least one day per week and meeting clients in community spaces, such as local foodbanks. You'll be advising clients at the local Foodbanks, providing guidance on income maximization, debt management, and budgeting. Your goal will be to help identify and resolve financial challenges that contribute to food insecurity.</p> <p>East Grinstead Foodbank is part of a national network supported by The Trussell Trust, committed to combating poverty and hunger across the UK. Clients are referred to the foodbank by local agencies such as schools, churches, hospitals, Citizens Advice, GP surgeries, and housing associations. The role aims to support individuals and families in crisis who are unable to afford food, while addressing the root causes of their financial difficulties.</p> <p>About the Project:</p> <p>This is an exciting opportunity to join the Financial Inclusion Project, which assists foodbank users facing financial hardship. The project's primary aim is to help clients break the cycle of foodbank dependency by guiding them toward greater financial stability.</p> <p>A key component of the project is the innovative Client Support Scheme, which offers one-on-one, volunteer-led support to clients. Many clients feel overwhelmed by the steps required to take control of their finances, and your role will be to provide practical and emotional support, ensuring they feel empowered to make positive changes.</p>

	<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Conduct holistic assessments of client needs. • Maximize clients' income by conducting benefit checks, assisting with applications, and ensuring claims are accurate. • Undertake debt assessments and negotiate with creditors on behalf of clients. • Use budget tools and offer financial education to improve clients' money management skills. • Identify and promote additional sources of financial support available to clients. • Manage a caseload, supporting clients to achieve successful financial outcomes. • Work alongside Foodbank volunteers to enhance their skills and raise awareness of financial issues. • Provide leadership and direction for the Client Support Scheme, in collaboration with a dedicated coordinator and the foodbank team. <p>Why Join Us?</p> <p>This is a rewarding opportunity to make a meaningful impact in people's lives. Beyond providing financial advice and casework, you'll play a pivotal role in helping clients regain control of their finances and move toward long-term stability.</p> <p>Our Culture</p> <p>Our charity is committed to fostering a work environment that embraces diversity and promotes equity and inclusion. We believe in the power of community and the importance of giving back. We are committed to equity, diversity, and inclusion and encourage people from all backgrounds to apply. As part of our team, you will have the opportunity to contribute to meaningful change and help us drive our vision forward.</p> <p>If you're ready to make a real difference in your community, apply now to become part of our dedicated team at Citizens Advice in West Sussex.</p>
Main responsibilities	Key elements/Tasks
Service Delivery	<ul style="list-style-type: none"> ● To provide in-depth quality advice and ongoing casework in welfare benefits and debt, in person and by phone; taking a holistic approach addressing the root cause, ensuring all options are given to and understood by the client so that they make informed choices about their situation. ● Prepare accurate financial statements, budgeting advice and progression of debt options, advising on court proceedings for debt recovery and repossessions, and income maximisation to ensure take up of benefits and options such as backdating, overpayment and sanction challenges and appeals.

	<ul style="list-style-type: none"> ● Communicate directly with third parties on behalf of the client including negotiating with creditors or landlords. ● Undertake and manage own caseload, following internal and external quality standards and procedures including advice and closure letters and ensure deadlines are met. ● Deliver a high-quality reliable service, ensuring referrals are responded to within agreed times and cover is provided when on leave. ● Work with stakeholders including funders, represent the organisation when co-locating, to ensure a successful delivery of the project, maintaining independence. ● Use advice resources such as Advisernet, specialist books, caselaw and any other diagnostic tools required, and liaise with specialist advisors when needed. ● Ensure work is of a continuous high standard, passes quality audit checks and welcome feedback to continuously improve work and support others. ● Maintain detailed and accurate records which are kept up to date including activities and outcomes on the client case data base system (Casebook). Provide regular reports to funders on progress of cases and funder reports. ✎ Work with the Foodbank leaders and volunteers to upskill and provide leadership on client options. ● Ensure own knowledge and skills are kept up to date with the latest legislation, policies and practices relating to the role, undertake training and minimum Continued Professional Development Hours.
Contribute to Team	<ul style="list-style-type: none"> ● Support the wider service including partners by sharing expertise, conducting independent quality checks, supporting others with their learning and development including volunteers. ● Ensure all internal policies and procedures are followed. ● Be an active member of the team with positive contributions to the service and organisation development and other projects. ● Work with partners including constructively and proactively seeking referrals and building the partnership.
Research and Campaigns	<ul style="list-style-type: none"> ● Assist with research and campaigns work by sharing insight and identifying new and ongoing issues and trends, informing research and supporting work to improve the system of clients. ● To identify and prepare case studies and provide other evidence to support local and national influencing work.

	<ul style="list-style-type: none"> ● Support with media interviews as agreed. ● Prepare update reports.
Other Duties & Responsibilities	<ul style="list-style-type: none"> ● Carry out any other tasks which may be within the scope of the role to ensure the effective delivery and development of the service. ● Demonstrate commitment to the aims and principles of the Citizens Advice service including equality, diversity and inclusion. ● Ensure safeguarding issues are identified and relevant policies followed. ● Ensure GDPR, safeguarding and other policies are followed. ● Travel may be required for training and supervision. ● Support and actively engage in fundraising activities across CAWS as necessary.



Person specification

Essential knowledge and experience

- At least 1 years FTE recent experience of delivering independent high-quality advice and casework in a busy environment whilst working to and maintaining external quality standards.
- Demonstrable knowledge of welfare benefits and debt remedies including maximising income through claim dates, appeals, grants and housing costs with successful outcomes.
- Experience of working independently in a busy and changing environment and able to meet targets.

Essential skills and behaviours

- Excellent IT and digital skills, able to self-administer work.
- Excellent organisation skills, able to follow processes and have attention to detail whilst managing competing priorities.
- Proactive, resilient team player able to work with different stakeholders.
- Strong communication skills, able to quickly build rapport and explain complex information verbally as well as construct well written letters and cases
- An understanding of quality and able to show how this is applied to own work.
- A commitment to challenge discrimination and uphold our Equity, Diversity and Inclusion values.

Desirable

- Advice qualification.
- Experience of undertaking casework under the AQS or similar quality standards.

October 2024