

CITIZENS ADVICE SOUTHWARK

Job Description

Job Title:	Generalist Adviser – Covid-19 Financial Shield Project
Responsible to:	Project Manager
Salary:	NJC Scale 6
Hours:	Full-time

1. Background

When the Coronavirus Job Retention Scheme and other Covid-19 related protections for households eventually come to an end, there is expected to be a significant rise in financial difficulties and debt problems, especially amongst already vulnerable people and people with long term health conditions.

To help address this - and funded by Guy's and St Thomas' Charity - Citizens Advice Southwark is working with the 2 local Primary Care Networks to create a healthcare pathway allowing general practice to identify local residents that would benefit from pro-active and targeted money advice and financial support.

To deliver this exciting new project we are looking for 2 full time advisers who will work within two areas of high deprivation in Southwark, supporting residents – these are new roles working across health, social care and the voluntary sector.

These 2 new roles will be based at Citizens Advice Southwark offices and GP surgeries in Bermondsey and Peckham. They will work closely with Social Prescribing Link Workers employed by South and North Southwark Primary Care Networks (PCN). Both local PCNs already have established a team of Social Prescribing Link Workers who operate across their network providing dedicated non-clinical support to local people for a range of needs including social isolation, mental health issues and housing.

2. Job Purpose:

- To accurately assess the financial position of patients coming into the healthcare pathway, including completion of a Standard Financial Statement.
- To provide advice and support to patients to improve their financial circumstances.
- To provide income maximisation assistance.
- To liaise and negotiate with creditors to put in place appropriate repayment plans.
- To provide timely assistance to residents with applications for any appropriate and available emergency and discretionary support.
- To enable the effective evaluation of the processes followed and the outcomes achieved for

residents.

3. PRINCIPAL TASKS AND RESPONSIBILITIES

Working closely with Southwark's Social Prescribing teams, the role will take referrals from local GPs surgeries and other services, and provide 1:1 advice and support to people with complex needs, developing personalised plans to tackle their debt and financial liabilities.

In particular the role will:

Deliver personalised advice and support

- Undertake advice (in line with the Citizens Advice Membership Scheme and the Advice Services Alliance Advice Quality Standard) at participating GP surgeries, Citizens Advice Southwark (CAS) offices, over the phone and by email.
- Interview service users using sensitive listening and questioning skills to allow them to explain their problem(s), tell their story, and empower them to set their own priorities.
- Research and explore options and implications so that service users can make informed decisions.
- Work at CAS Peckham, Bermondsey and Walworth offices; at participating GP surgeries in Peckham and Bermondsey; and remotely when required due to COVID restrictions.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Assess whether there is a need for the Council, local housing associations and other creditors to suspend any debt recovery action and then liaise directly with these organisations to achieve this, wherever possible.
- Help service users facing financial crisis apply for emergency grants and other forms of assistance, and draw up longer-term plans that will maximise income and deal with any financial or debt problems they may have.
- Explain the offer of support available from the project, and liaise as appropriate with third parties including creditors participating in the Joint Creditor Forum in order to assess whether the resident is eligible for the Joint Debt Recovery Protocol.
- Complete a Standard Financial Statement on behalf of the service user.
- Provide income maximisation advice.
- Assess the need for specialist debt advice and refer to the CAS debt advice team as appropriate.
- Assess the need for support to meet health or wider needs and address these, including by making appropriate referrals to relevant service providers or to the Social Prescribing Link Worker team.

Build relationships with, and develop a good knowledge of, local Statutory and Voluntary and Community Sector (VCS) agencies

- Develop strong relationships with local Statutory and VCS agencies to help put in place appropriate support and arrangements for service users.
- Build relationships with key staff in GP practices and within the wider PCN.
- Work with the PCN to agree appropriate referral criteria and processes.
- Establish connections and relationships with local health and care provider organisations

to understand the landscape, ethos, ways of working and how you will work with a multidisciplinary team.

- Work closely with GP practices within the PCNs to ensure that social prescribing referral codes are inputted to EMIS and that the person's use of the NHS can be tracked, adhering to data protection legislation and data sharing agreements with the Clinical Commissioning Group.
- Support the ongoing development of a comprehensive Directory of Services containing resources and services available for local residents by ensuring that information about local organisations and services providing support for residents is up to date.

4. Training and professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Share the learning that you gain from best practice, appropriate guidance and local examples.
- Seek regular feedback about the quality of service and impact.

5. Supervision

- Attend regular support and supervision sessions and appraisals with your line manager, and attend regular meetings with the Social Prescribing Team Leaders.

6. Participation in development and planning

- Participate in the development work of the wider project being led by Centre for Responsible Credit.
- Participate in discussions and planning meetings about the overall policy and development of CAS.
- Participate in regular Project Team Meetings and Social Prescribing Team meetings.
- Monitor, continuously improve and evaluate the project, working with PCN leads.

7. Administration

- Keep accurate statistics, monitoring and outcomes information, and use case recording systems relevant to the project (Casebook and Elemental).
- Produce oral and written reports on your work as required.

8. Other

- Have due regard to health and safety issues in performing your role and to report on these to your line manager.
- An enhanced DBS check will be required.
- Uphold and promote the Aims and Principles of the Citizens Advice Service.
- Uphold and promote the Equality and Diversity policies of the Citizens Advice Service.
- In addition to the tasks and duties outlined in this job description, to undertake such duties which are generally compatible with the functions of the post.

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Generalist Adviser

Person Specification

1	You must have at least six months recent experience of providing Generalist Advice to the public including casework in welfare rights, housing and debt.
2	Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients in a non-judgmental way.
3	An understanding of the financial challenges facing citizens, especially as a result of COVID.
4	Ability to support people in a way that inspires trust and confidence, motivating others to reach their potential.
5	Proven ability to research, analyse and interpret complex information, and relay this in an understandable way.
6	Effective written and verbal communication skills.
7	Ability to organise, plan and priorities on own initiative, including when under pressure and meeting deadlines.
8	Ability to work in outreach settings with an understanding of information assurance and safety in those settings.
9	Ability to work closely with and develop relationships with a wide range of stakeholders across organisations and sectors, including health and voluntary and community sector.
10	A knowledge and understanding of the health and social care system.
11	Ability and willingness to work as part of a team.
12	A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics and in social prescribing.
13	Knowledge of and ability to work with policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
14	Willingness to work flexible hours when required, to meet work demands.
15	Ability to commit to and work within the aims and principles of Citizens Advice Southwark.