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Description automatically generated

**Job title:** Generalist Adviser- Support for Ukrainians 

**Location:** London Borough of Richmond Upon Thames (Hybrid)

**Salary:** £31,423 per annum pro rata + pension contribution

**Hours:** Full Time

**Leave entitlement**: 28 days per annum pro rata + bank holidays pro rata

**Reporting to**: Project and Development Manager

**Contract length:** April 2024

**Closing date for applications:** Monday 5 June 2023 at 12 noon

**Interview date:** Week commencing 5 June 2023

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This role includes supporting Ukrainians:  
• who have joined family members under the ‘Ukrainian Family Scheme’, and  
• who are living with host families under the ‘Homes for Ukraine’ scheme, and  
• who were resident in UK before February 2022 and are seeking to retain/extend their immigration status.

It will also include providing information to Richmond residents who are hosting people from Ukraine.  
It will also include providing information to settled Ukrainians who are hosting friends or family who have moved to the UK from Ukraine as a result of the war.

Job pack

Thanks for your interest in working at Citizens Advice Richmond. 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 Citizens Advice Richmond
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| --- |
| **Want to chat about this role?**  If you want to chat about the role further, you can contact Lorna Reid by emailing [lorna.reid@citizensadvicerichmond.org](mailto:lorna.reid@citizensadvicerichmond.org) |
| https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE**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. |
| |  |  | | --- | --- | | https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP | **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 Citizens Advice Richmond works**

Citizens Advice Richmond consists of several busy offices and operates on several outreach locations.

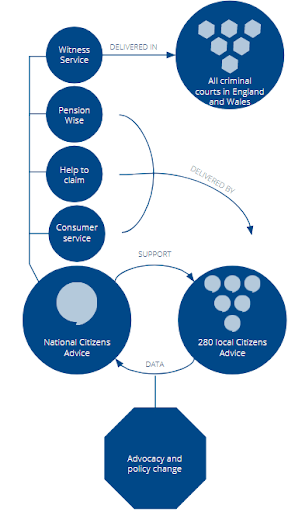
We run a multi-channel service so clients can contact us by email, webchat, telephone and face-to-face drop-ins.

Our staff consist of a diverse team of paid and volunteer staff from a variety of backgrounds.

We organise and host the Richmond Advice Forum and have formed close partnerships across the voluntary sector in Richmond.

You can see more of our work here: [Citizens Advice Richmond](https://www.citizensadvicerichmond.org/)

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| 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. |  |

 **Overview of Citizens Advice**

**Role profile**

This role includes supporting Ukrainians:

* Who have joined family members under the ‘Ukrainian Family Scheme’, and
* Who are living with host families under the ‘Homes for Ukraine’ scheme, and
* Who were resident in UK before February 2022 and are seeking to retain/extend their immigration status.

It will also include providing information to Richmond residents who are hosting people from Ukraine.

It will also include providing information to settled Ukrainians who are hosting friends or family who have moved to the UK from Ukraine as a result of the war.

It will provide ongoing support and advice for the life of the project.

**Casework**

1. 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

2. Use Citizens Advice resources to find, interpret and communicate the relevant information to clients

3. Complete benefits checks when appropriate

4. Research and explore options and implications so that clients can make informed decisions.

5. Act for the client where necessary using appropriate communication skills and channels.

6. Refer internally or to other specialist agencies as appropriate.

7. Ensure that all work meets the quality standards and the requirements of the funder.

8. Ensure that all work meets the quality standards and requirements of Citizens Advice.

9. Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

10. Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

11. Work in a variety of settings including community outreach, Jobcentres and local authority offices as required

12. Complete the required training to comply with quality assurance processes

**Research and campaigns**

13. Assist with research and campaigns work by providing information about clients' circumstances and how they are impacted

**Administration**

14. Use IT for statistical recording, record keeping and document production

15. Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training

16. Maintain close liaison with relevant external agencies

**Public relations**

17. Liaise with statutory and non-statutory organisations and represent the service on outside bodies as appropriate

**Other duties and responsibilities**

18. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

19. Demonstrate commitment to the aims and policies of the Citizens Advice service

20. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

**Person specification**

1. Knowledge and experience of generalist advice and casework, particularly in welfare benefits and housing.

2. Effective oral communication skills with particular emphasis on negotiation and representation

3. Effective writing skills with particular emphasis on negotiation, representation and preparing reviews, reports and correspondence.

4. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures

5. Understand the issues involved in interviewing clients

6. To have generalist advice certificate from Citizens Advice

8. Ability to prioritise own work, meet deadlines and manage caseload

9. Ability to use IT in the provision of advice and the preparation of reports and submissions

10. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

11. Ability and willingness to work as part of a team

12. Ability to monitor and maintain own standards

13. Demonstrate understanding of social trends and their implications for clients and service provision

14. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.



**CONFIDENTIAL APPLICATION FORM**

**Section 1**

Citizens Advice Richmond

94-102 High Street

Hampton Hill TW12 1NY

Email address: [admin.hhill@citizensadvicerichmond.org](mailto:admin.hhill@citizensadvicerichmond.org)

(Please put Recruitment in the email subject line)

**Closing date: Monday 5 June at 12 noon**

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| --- | --- | --- |
| Please refer to the **Guidance Notes for Applicants** before completing this application form.  We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs are not accepted. | | |
| Candidate ref. number (for office use only): | |  |
| **Position applied for: Advice Service Team Leader** | | |
| Job title |  | |
| Location |  | |

|  |  |  |
| --- | --- | --- |
| **Personal information and address for correspondence** | | |
| First name(s) |  | |
| Last name |  | |
| Address |  | |
| Postcode |  | |
| Telephone home |  | |
| Telephone work |  | |
| May we contact you at work? | | Yes / No |
| Mobile |  | |
| Email |  | |
| We will normally contact you by email, however, if you would prefer to be contacted using another method please let us know here: | | |

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| **Entitlement to work in the UK** |
| **To take up this post you must have the right to work in the UK.**  Please note that Citizens Advice Richmond does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system. |

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| **Criminal convictions** | |
| Having a criminal record will not necessarily bar you from working for Citizens Advice Richmond – much will depend on the type of job you have applied for and the background and circumstances of your offence.  For some posts, an offer of employment will be subject to a Disclosure and Barring Service (DBS) check. If this applies to the post for which you are applying, this will be noted in the application pack.  Please see Guidance Notes and Application Pack for further details. | |
| Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? | Yes / No |
| If YES please provide details of the offence and the date of conviction. | |

|  |  |  |
| --- | --- | --- |
| **References** | | |
| Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview. | | |
| **Referee 1** |  | |
| **Name** |  | |
| **Address** |  | |
| **Postcode** |  | |
| **Telephone** |  | |
| **Email** |  | |
| In which context does this referee know you? | |  |
| **Referee 2** |  | |
| **Name** |  | |
| **Address** |  | |
| **Postcode** |  | |
| **Telephone** |  | |
| **Email** |  | |
| In which context does this referee know you? | |  |
| **Section 2****Information, experience, knowledge, skills and abilities** | | | |
| **IMPORTANT INFORMATION** | | | |
| **It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.**   * Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification (found in the Job Pack)**. * Please ensure that you address **all** the criteria on the person specification using the same order. | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Career history** | | | | | |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. | | | | | |
| **Employer’s name and address and type of business.** | **State position held and outline briefly the nature of the work and your responsibilities.** | | | | |
|  |  | | | | |
| Dates: | From | | To | |
| Reasons for leaving: | | | | |
|  |  | | | | |
| Dates: | | From | | To |
| Reasons for leaving: | | | | |
|  |  | | | | |
| Dates: | | From | | To |
| Reasons for leaving: | | | | |
|  |  | | | | |
| Dates: | | From | | To |
| Reasons for leaving: | | | | |

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| --- | --- | --- |
| **Educational history** | | |
| **Please give details of educational qualifications you have obtained from school, college, university etc.** | | |
| **Subject** | **Level** | **Grade** |
|  |  |  |

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| **Professional development** |
| Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken. |
|  |

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| **Declaration** | |
| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Richmond and if appointed, for the purposes of employment at Citizens Advice Richmond.  I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed. | |
| **If you are sending your application form by email, please mark this box** ☐ (as a substitute for your signature) to confirm that you agree to the above declaration. | |
| Signed: | Dated: |

**Please return this form to**

[admin.hhill@citizensadvicerichmond.org](mailto:admin.hhill@citizensadvicerichmond.org)

Or **Citizens Advice Richmond**, **94-102 High Street** , **Hampton Hill TW12 1NY**

**CONFIDENTIAL APPLICATION FORM**

**SECTION 3**

**Diversity monitoring**  
  
**Please note** this section will be detached before sending your application to the recruitment panel for shortlisting.

|  |  |  |
| --- | --- | --- |
| **Job title:** |  | |
| **Candidate ref. number (for office use only):** | |  |

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the information requested in the form below

**Data protection overview**

**If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor equality of opportunity and treatment as necessary to maintain or promote equality within Citizens Advice.**

**The information you give us will be kept securely, won't be shared outside the service and is confidential.**

**It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.**

**If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes.**

**If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.**

Thank you for your co-operation.

**The following information will not be seen by the recruitment panel and will not affect your application.**

**Age**  
**Which age bracket do you fit into? Put a cross in the relevant box.**

|  |  |
| --- | --- |
| Under 25 |  |
| 25 - 34 |  |
| 35 - 44 |  |
| 45 - 54 |  |
| 55 - 64 |  |
| 65 and over |  |

**Gender**  
**What best describes your gender? Put a cross in the relevant box or write in a preferred term.**

|  |  |
| --- | --- |
| Female |  |
| Male |  |
| I prefer to use another term  Please tell us: |  |

**Sexual orientation**  
**What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.**

|  |  |
| --- | --- |
| Heterosexual/Straight |  |
| Gay Man |  |
| Gay Woman/Lesbian |  |
| Bisexual |  |
| I prefer to use another term  Please tell us: |  |

**Ethnic origin**  
**How would you describe yourself? Choose one** section (A to E) and put a cross in the relevant box within it.

|  |  |  |
| --- | --- | --- |
| **A. White** | English/Welsh/Scottish/Northern Irish/British |  |
| Irish |  |
| Gypsy or Irish Traveller |  |
| Any other White background. Please tell us: |  |
| **B. Mixed/multiple ethnic groups** | White & Black Caribbean |  |
| White & Black African |  |
| White & Asian |  |
| Any other Mixed/multiple ethnic background  Please tell us: |  |
| **C. Asian/Asian British** | Indian |  |
| Pakistani |  |
| Bangladeshi |  |
| Chinese |  |
| Any other Asian Background. Please tell us: |  |
| **D. Black/African/ Caribbean/Black British** | African |  |
| Caribbean |  |
| Other Black/African/Caribbean background  Please tell us: |  |
| **E. Other ethnic group** | Arab |  |
| Any other ethnic group. Please tell us: |  |

**Disability**   
**A disabled person is defined under the Equality Act 2010 as someone with a ‘physical or mental impairment which has a substantial and long term adverse effect on that person’s ability to carry out normal day-to-day activities**.’

Do you consider yourself to be disabled under the Equality Act 2010?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

*The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.*

**Gender Identity**  
**Is your gender identity the same as the gender you were assigned at birth? Put a cross in the relevant box.**

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

**Religion or belief**  
**Which group below do you most identify with? Put a cross in the relevant box.**

|  |  |
| --- | --- |
| No religion |  |
| Christian (including all denominations) |  |
| Buddhist |  |
| Hindu |  |
| Jewish |  |
| Muslim |  |
| Sikh |  |
| Any other religion or belief  Please tell us: |  |

**How did you hear about this opportunity?**

Please include details below: