



Project Coordinator - BAME Communities

Job pack

Thanks for your interest in working with Citizens Advice Rushmoor. 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 Rushmoor
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, please contact alex.ah@citizensadvicerrushmoor.org.uk with your contact details. *(Please note we have limited capacity to talk in depth with applicants prior to interview).*

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.

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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members, each of which is an independent charity.

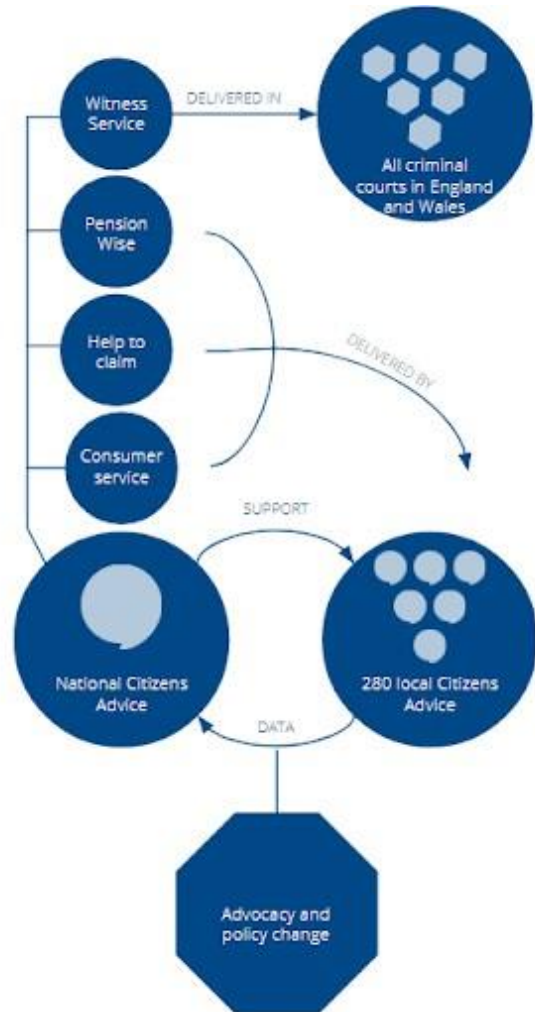
This role sits within our network of independent charities, delivering services from

- 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.





The project

The role will be part of a new programme which is being developed by Citizens Advice in Hampshire called *Reaching People Together*.

There is growing evidence that the Covid-19 pandemic has disproportionately



affected some communities more than others, and that this has both been caused by, and has exacerbated, existing inequalities. There is a continuing impact from Covid-19 on those communities, including both heightened risk of infection lower take up of vaccines.

The multiple and complex reasons for this impact include issues such as poor housing, insecure employment, the financial impact of self-isolation, poverty and poor mental health. The lack of access to and uptake of specific information and advice directly prevents people from address these interlinked issues.

Our free, independent and trusted advice helps can therefore help people within these communities to overcome the challenges they face in areas such as debt, financial support, employment, housing and health. As part of our holistic approach during the Covid-19 pandemic, we have also provided up-to-date, high quality, accurate advice and information on the latest public health messages, self-isolation protocols, access to vaccines, furlough and so on. Our support and advice has never been more needed.

The *Reaching People Together* programme will develop a model of partnership working called Advice First Aid, building on previous work in this area, and introduce a 'gold standard' referral system called Refernet. These two elements combine together to help us work more effectively in partnership with others, to better reach vulnerable people.

We are currently recruiting four new roles to develop and deliver this exciting new programme:

1. Advice First Aid Programme Manager (full-time)

2. Advice First Aid Programme Assistant (15hrs/week)
3. Project Coordinator - BAME Communities (full-time)
4. Refernet Project Manager (full-time)



The role

The role will work in partnership with the wider *Reaching People Together* programme, to develop and deliver a programme of Advice First Aid (AFA) activities to reach Black, Asian and Minority Ethnic communities. Recognising the widely varying and often specific needs of different communities, you will be working initially in the Rushmoor area, to build on a base of existing work.

Applying this understanding to the AFA programme, you will be working with other local Citizens Advice offices to extend the reach of the programme to reach the needs of different, identified communities across Hampshire. This work will aim to dovetail with existing local initiatives to build on best practice, and support a targeted approach for the AFA programme.

You'll have direct experience and background in engaging with specific Black, Asian or other Minority Ethnic communities, especially (in the current climate) using video and other digital means to communicate with individuals and groups to build awareness and understanding.

Working independently, you will have strong communication skills and the ability to manage and prioritise a busy workload. You'll be confident in reaching out to individuals and groups, and developing systems and processes to manage your work, with excellent IT skills.

We'll give the successful applicant a full induction to Citizens Advice, the programme, and the Advice First Aid model. You do not need experience in Citizens Advice, or the advice sector more generally, although this will be an advantage.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce.

Role profile

Citizens Advice Rushmoor is a thriving, independent local charity, and a high-performing member of the Citizens Advice network – evidenced by a recent national award in the Citizens Advice network for its work in “Championing Equality”. People come to us for support on a wide range of issues, but they have one thing in common: they need help, often urgently. Our advice changes peoples’ lives, supporting them through difficult and challenging times. We deliver free, independent advice on a range of topics via our telephone, email, webchat and face to face services. Our core service relies on volunteers who expertly support many of our clients: we also deliver a number of specialist services and projects.

Job Title:	Project Coordinator BAME Communities
Reporting to:	Compliance and Development Manager
Salary:	£25,500 to £27,000 pa
Hours of work	37 hour per week
Location:	Flexible. (Offices based in Farnborough and Aldershot). We are currently reviewing our policies around home and office working. Currently all roles are home-based due to the pandemic, but as restrictions allow we are likely to move to a hybrid model of home and office working. It is expected that you will be able to travel to offices and locations across Hampshire as required (within work hours) using Rushmoor as your base.
Role purpose:	The role will deliver a programme of training and engagement to BAME groups and communities, using the Advice First Aid (AFA) model, as part of the <i>Reaching People Together</i> project.

Main tasks:

- Identifying and engaging with relevant individuals, agencies and groups to promote the AFA programme and arrange training sessions.
- Deliver AFA sessions to agreed criteria and content to agreed groups and individuals.
- Act as a first point of contact for BAME groups and individuals wishing to engage with the AFA programme.
- Collate feedback from training delivered, maintaining records and information to share with the wider programme delivery.
- Review and update content, delivery methods, in partnership with others on the *Reaching People Together* project, to maximise potential for engagement and reach for the programme.
- Collate materials and lesson plans (including videos and powerpoints etc) used – including in community languages) to share with other local Citizens Advice offices in Hampshire wishing to deliver programmes in their communities.
- Where appropriate and agreed, undertake direct AFA training to other BAME community groups in Hampshire, where this is agreed with the local Citizens Advice office (also drawing in local intelligence and partnership information).
- Work collaboratively with the wider project team in the *Reaching People Together* programme, and staff within Citizens Advice Rushmoor, attending meetings as needed.

And undertake other duties as may reasonably be required within the scope of the role.

Training	To attend and successfully complete any relevant training and induction activities. To identify and develop your own learning opportunities.
Contribute to team	Contribute to the efficient working of the project team in delivering against the project delivery requirements. Engage with team members, sharing knowledge and good practice and supporting each other to problem solve.
Management Information	Set up and maintain appropriate records to required standards on our management information system.
Equality and Diversity	Ensure that work undertaken reflects and supports our Equality and Diversity activities and approach
IT Proficiency	Develop and maintain Information Technology proficiency to support your work requirements
Other	<p>Participate in publicity and other activities to support effective delivery of the <i>Reaching People Together</i> programme.</p> <p>Support the development of our approach to evaluating the impact of the <i>Reaching People Together</i> programme.</p> <p>Comply with all of Citizens Advice Rushmoor's published policies and procedures, with attention to Health and Safety, Risk Management, Confidentiality, Home Working policies and Equal Opportunities.</p> <p>Uphold the aims and principles of the Citizens Advice service, and the <i>Reaching People Together</i> programme.</p>



Person specification

Essential

1. Demonstrable skills in developing positive, effective, partnerships with a focus on Asian, Black, Mixed White, Gypsy, Irish Traveller, and other communities facing disadvantage because of ethnicity, culture or language barriers.
2. Excellent interpersonal skills, with strong oral and written communication, both formal and informal, in a range of formats and situations – including to external partners and audiences.
3. Strong project and organizational skills, with proven ability to develop new initiatives and successfully complete project requirements within agreed timescales.
4. Ability to identify and solve problems or barriers to effective programme delivery, with a positive, 'can do' attitude to overcoming challenges.
5. Be a self-starter, able to prioritise, and work independently to drive progress forwards and achieve project deliverables and aims.
6. Ability to work effectively and collaboratively as part of a team, and work without close supervision
7. Be a quick learner, able to rapidly gather a strong working knowledge of the project and working environment, and the relevant aspects of the programme.
8. Understanding of, and commitment to, the aims and principles of the Citizens Advice service, including a focus on reaching communities most in need and/or where there are barriers to inclusion.
9. Able to communicate in at least one community language other than English, in order to reach people facing language barriers.

Desirable

10. Experience of reaching and engaging with communities most in need and/or where there are barriers to inclusion



What we give our staff

If you choose to begin a career with our organisation, you are guaranteed:

- Competitive rates of pay (within the charity sector)
- Excellent, professionally certified training.
- A fantastic opportunity to launch a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience
- Confidential Employee Assistance Programme.
- A company that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility.
- The chance to work with amazing people within a nationally recognised charity.

Closing date is 5pm Mon 10th May

Interviews will take place on Thursday 20th May