

## Job pack

# Pathway Coordinator – *Mental Health Project*

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, you can contact Matt Lucas, Casework Manager, by emailing [matt.ml@citizensadviserushmoor.org.uk](mailto:matt.ml@citizensadviserushmoor.org.uk)

## 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 the Citizens Advice Service

**1. We're local and we're national.** Our national offices, based in 6 locations, provide direct support to us in Citizens Advice Rushmoor – we are one of around 240 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 Rushmoor works

Citizens Advice Rushmoor is a local independent charity, committed to meeting the needs of our diverse community. With over 50 volunteers, and 35 paid staff, we respond to around 10,000 unique clients each year, generating over 35,000 different advice issues.

We deliver our service through many different channels, to make sure we are accessible to everyone – this includes phone, webchat, and email.

We also run lots of different projects, to help meet community needs. These range in size and focus from our large Pension Wise project – which is part of a nationally delivered service – to local outreach work with vulnerable communities.

We have won national awards for our work, including the “Championing Equality” award, for the Nepali language services we deliver; and the Partnership Working award for our shared Hampshire project to reach and empower communities.

Our Trustee Board takes overall responsibility for our organisational direction and focus. Click here for our latest [Annual Review](#) – lots of other information is on our website on [www.citizensadviserushmoor.org.uk](http://www.citizensadviserushmoor.org.uk)

# Overview of the national Citizens Advice Service

The Citizens Advice service is made up of the national Citizens Advice charity, and a network of around 240 local Citizens Advice members.

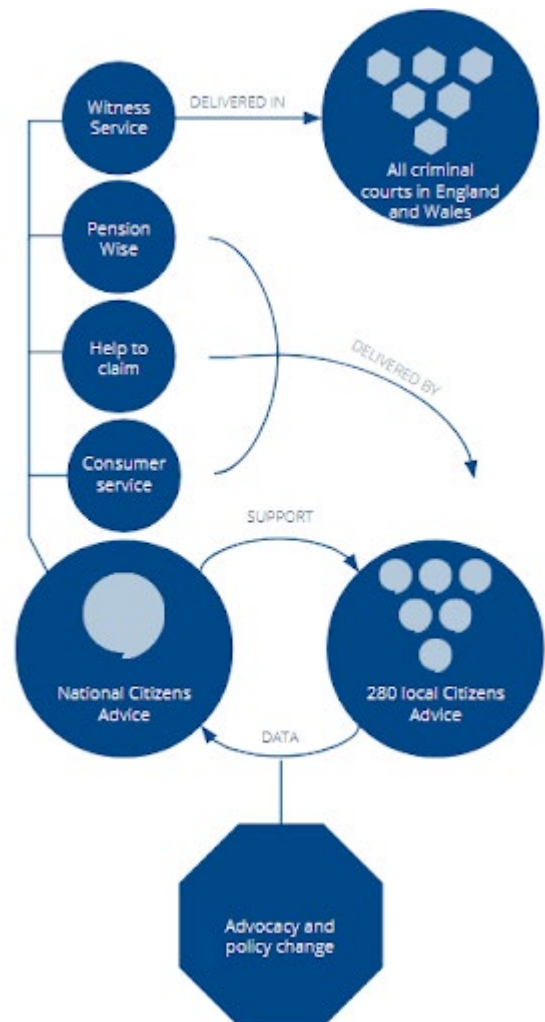
Together, the network of independent charities, delivers services from

- over 300 local Citizens Advice outlets
- over 2,500 community locations, GP surgeries and prisons

Nationally this includes

- over 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 role

## Pathway Coordinator – Mental Health Project

### Job Purpose

This post is to support specialist caseworkers to those who face significant barriers to receiving support, such as those with severe and enduring mental ill-health. This role works predominantly on the Mental Health Project to achieve positive advice outcomes to support recovery for people with significant mental illness. The role works closely with professional and voluntary sector partners, as well as a committed and experienced team. An enhanced DBS check is required for this role.

Salary:	£25,556 to £27,940 pa (dependant on experience). Trainee applications welcome, with full training provided.
Hours:	37 hours per week (please indicate your preferred hours/days of work within the application)
Period:	Permanent Contract
Location:	Aldershot/Farnborough offices, with outreach as required
Reporting to:	Deputy Casework Manager

### Main Duties and Responsibilities

1. Supporting the Casework Manager and Deputy Casework Manager to coordinate incoming referrals, including assessing suitability and ensuring efficient coordination of appointments and service delivery.
2. Detailed assessment of incoming referrals through client contact and completing appropriate preventative action tailored to the client's circumstances.
3. Supporting caseworkers with clear confirmation of advice documents, holding letters to creditors, and other contacts with referrers and external

organisations.

4. Participate in research and campaigns work, particularly focusing on discrimination and other barriers faced by mental health service users, contributing to reports and case studies where agreed.

#### *Professional Development*

5. Participate in learning and development activities to achieve and maintain competences.
6. Keep up to date with relevant legislation, case law, policies and procedures, and undertake subject based training as appropriate.

#### *Administration*

7. Review incoming referrals effectively, to ensure successful and timely support for clients.
8. Support the Casework Manager and Deputy Casework Manager to complete reports, case studies, collect feedback and outcomes.
9. Ensure that all work is compliant with relevant Citizens Advice quality standards, systems and procedures.

#### *Other duties and responsibilities*

10. Work predominantly as part of the wider Mental Health Project, and across Citizens Advice Rushmoor, attending appropriate meetings and sharing best practice.
11. Uphold and promote the aims and principles of the Citizens Advice service, and contribute to an inventive, responsible and generous culture.
12. Keep up to date and work within the policies and procedures relevant to the role.
13. Ensure health and safety procedures are followed, sharing responsibility for own safety and that of clients and colleagues.
14. Any other relevant duties as required to ensure the effective provision of the service.

## Person Specification

1. **Empathy and motivation to provide expert help to people experiencing mental health illness.**
2. **Strong organisational and time management skills, using systems effectively, prioritise appropriately, and enable timely responses to client needs.**
3. Able to demonstrate good verbal and written communication, listening skills and empathy to respond appropriately to sometimes challenging behaviour.
4. Able to demonstrate adaptability, to manage different situations calmly and professionally.
5. Ability to work independently, with the confidence to ask for help from the wider team and be proactive in managing challenges.
6. Confidence with IT systems as a core element of day-to-day work, including case management. debt and benefits calculations.
7. Self-awareness to enable giving and receiving feedback; and constructive engagement to achieve development goals.
8. Ability to demonstrate a commitment to the aims and principles of the Citizens Advice service, including its equality and diversity policies, and research and campaigning role.
9. Ability to contribute to an inventive, responsible and generous organisation and team culture, sharing tasks and supporting organisation goals.
10. Ability to use and act on a range of reference resources.

Those items highlighted in bold will be given additional priority in the recruitment process.



## Terms and conditions

Our standard terms and conditions include:

- A standard full time working week is based on 37 hours, which forms the basis of all pro-rata salary calculations.
- 25 days holiday per year (rising to 27 days after 4 years), in addition to all public holidays and an additional day of birthday leave
- Enhanced sickness scheme giving 1 month's full pay and 2 months' half pay during the first two years of service; and 2 months' full pay and 2 months' half pay after the 2nd year of service.
- Flexible working and home working where this fits the role requirements and business needs of the charity.



## What we give our staff

Our Trustee Board is committed to making Citizens Advice Rushmoor “a great place to work and volunteer” - this objective is reflected in our People Strategy, with focused activity to realise this ambition.

We place a high value on equality, diversity and inclusion; and offer continuing learning and development opportunities to all our staff. Our behaviour framework commits the team to mutual support and wellbeing.

We also offer an Employee Assistance Scheme to all our staff, provided through [TELUS Health](#).

Our Trustees take an active interest in health and safety, and the overall wellbeing of the team. Issues or concerns raised by staff are addressed proactively.





# How to Apply

## Application

Please send a copy of your CV (no more than two pages) and a brief covering letter setting out your reasons for applying and why you are suited to the role (no more than one page), no later than the closing date referred to in the advert.

No applications will be considered after this date.

Applications should be made via email to: [jobs@citizensadvice Rushmoor.org.uk](mailto:jobs@citizensadvice Rushmoor.org.uk)

No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

## Disability

Please let us know if you require any adjustments to be made to the application process or would like to be taken into account when we are considering your application. Please be assured that we will be supportive in discussing reasonable adjustments at any stage.

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996: evidence of this will be needed, if you are successful and an offer of employment is made.

## Diversity Monitoring

Citizens Advice Rushmoor values diversity and promotes equality. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. The diversity profile of people who apply for posts at Citizens Advice Rushmoor is given in confidence for monitoring purposes only and does not influence any recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.

## **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Interviews may include a practical task or assessment, with all details provided before the interview.

## **References**

All job offers are subject to the receipt of two satisfactory references: one should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should 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 role. References will only be taken up for successful candidates following interview.

## **Criminal convictions**

Anyone who applies to work within Citizens Advice Rushmoor will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Rushmoor – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

An enhanced Disclosure and Barring Service (DBS) check is required for this post – these are only requested where proportionate and relevant.