



# Volunteers' Training & Support Officer

- Equalities and Volunteer Programme

## Job pack

Thanks for your interest in working at Citizens Advice Liverpool. 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
- About Citizens Advice Liverpool
- Overview of Citizens Advice
- Aims and Principles of the Citizens Advice service
- The role profile and personal specification
- How to apply

### **Want to chat about this role?**

If you want to chat about the role further, you can contact us by emailing [recruitment@caliverpool.org.uk](mailto:recruitment@caliverpool.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 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.



# About Citizens Advice Liverpool

The first Citizens Advice opened in Liverpool on 4th September 1939, established in the aftermath of the first world war and provided, amongst other initiatives, a casework service for families in need.

Since then, we have continued to grow as a frontline service, finding innovative solutions to the advice needs of our community through free, confidential and independent advice and information services.

Citizens Advice Liverpool is a charity, dependent on a workforce of paid staff and over 120 trained volunteers. We operate over four permanent sites ([Belle Vale](#), [Garston](#), [Walton & Wavertree](#)) and over 30 outreach locations in the city, which we are continually reviewing to ensure we are reaching the people most in need of our services. We have also developed a [mobile phone app](#) which acts as a single point of access for Citizens Advice in Liverpool, showing where to find advice in real time, access to self-help information, and telephone, WhatsApp, email & webchat advice.

We are a member of "[National Citizens Advice](#)", which provides the extensive information system we use to advise clients and sets standards for advice, training, equal opportunities and accessibility in our offices.

We receive funding from Liverpool City Council; which helps support our generalist advice service which gives advice on a wide range of subjects such as; benefits, work, debt & money, consumer, family, housing, law & courts, immigration and health. We also receive funding from other major contributors which helps run our specialist advice projects.

## **Our current funded services**

**Advice on Prescription Programme, 'Ways to Wellbeing' Liverpool** - funded by NHS Liverpool CCG, the service enables Liverpool GPs to refer patients for assistance on a range of non-medical issues. The service aims to improve patient's health and wellbeing by offering a comprehensive offer of practical and wellbeing advice and support.

**EU Settlement Scheme** – Assisting EU citizens to apply for settled status

**Greater Merseyside Money Advice Project (GMMAP)** - funded by the Money Advice Service, provides debt advice face to face, through telephone. WhatsApp and email.

**Hate Crime** - Funded by the OPCC, Citizens Advice Liverpool are providing practical & social support to LGBT+ victims of Hate Crime.

**Help to Claim** – Funded by DWP through Citizens Advice, provides support to apply for Universal Credit from eligibility and applications up until first correct payment.

**Pension Wise** - A free and impartial government service about the different ways you can take money from your pension. 2017-18 was the most successful year for Pension Wise so far, with nearly 90,000 appointments delivered.

**Project Advice Liverpool & Sefton (PALS)** - delivered with Citizens Advice Sefton to assist clients with the effects of Welfare Reform.

Over 2019/20, Citizens Advice Liverpool helped over 20,000 people in Liverpool with over 100,000 problems. We found that half of all enquiries concerned welfare benefits and a further third concerned debt issues, followed by housing, employment and consumer issues.

We're proud of that achievement and know it was only possible because of the huge levels of commitment shown by our staff and volunteers. We know there is still more we can do for our communities and have big ambitions to develop our service, both in terms of the scope of our work and ways we deliver our advice.

We're excited that you want to be part of the team and look forward to receiving your application.

**Citizens Advice Liverpool recognises the positive value of diversity, promotes equality and challenges discrimination. We aim at all times to recruit the person who is most suited to the job and welcome applications from people of all backgrounds.**

# 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.

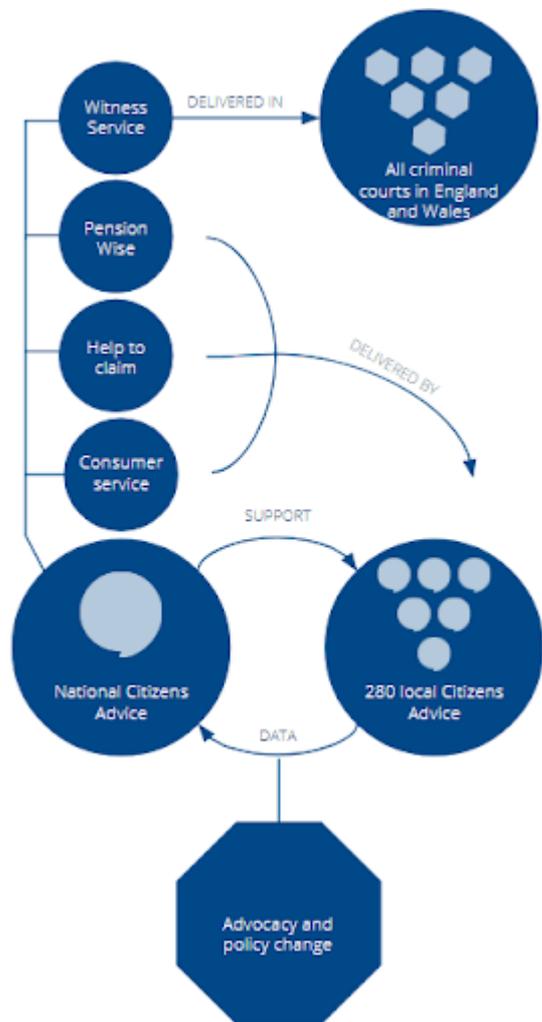
This role sits our network of independent charities, delivering services from

- 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.





# Aims and Principles of the Citizens Advice service

## **Aims:**

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

## **The service aims:**

- To provide the advice people need for the problems they face,
- To improve the policies and practices that affect people's lives

## **Principles:**

**Independence:** The service provided by Local Citizens Advice Bureaux is completely independent. Local Citizens Advice are therefore able to offer impartial advice to all clients and to take up any issue with the appropriate authority on behalf of individuals or groups.

**Impartiality:** The service provided by Local Citizens Advice is impartial. It is open to everybody, irrespective of ability, age, gender, gender identity, race, religion or belief, sexual orientation and social or economic status. Advice and help will be given on any subject without any preconceived attitude on the part of the bureau.

This guidance must be seen in the context of the service's other principles of free, independent and confidential advice, and its equality and diversity policies.

Appropriate action will be taken on behalf of the client regardless of how unpopular or unpalatable it may be with the community or the Local Citizens Advice itself. The provision of an impartial and objective service demands that bureau staff must recognise their own prejudices and take action to control their feelings when dealing with a particular client.

**Political Impartiality:** The Citizens Advice service requires that personal views do not impair the objectivity of the advice and assistance given, or restrict its availability or deter sections of the community from making use of the services of the Local Citizens Advice, or deter funding authorities from helping bureaux to achieve their aims.

As a voluntary movement the Local Citizens Advice service draws strength from the diversity of its members (trustees, volunteers or paid staff). Harnessing the differences into a creative force requires an impartial stance towards those differing ideologies which are held by both providers and consumers of the service.

Impartiality is basic to the furtherance of both the Citizens Advice service's aims.

The Local Citizens Advice service requires that personal views do not:

- impair the objectivity of advice and assistance given, or restrict its availability or deter sections of the community from making use of the services of Local Citizens Advice, or
- deter funding authorities from helping Local Citizens Advice to achieve their aims.

**Confidentiality:** Citizens Advice offer confidentiality to enquirers. Nothing learned by a Local Citizens Advice from enquirers, including the fact of their visits, will be passed on to anyone outside the service without their express permission.

**Free:** Local Citizens Advice services are provided free to clients at the point of delivery. Each member Local Citizens Advice and Citizens Advice nationally, is responsible for operating within the principles of the service and protecting the Citizens Advice brand. At the same time it is also recognised that we all need room for innovation without deterring people from seeking advice for fear of the cost.

**Campaigning & Research:** The two aims of the Local Citizens Advice service are equal. Local Citizens Advice are in a unique position to exercise an influence on social policy both locally and nationally. It would be irresponsible to fail to analyse or to pass on evidence of poverty, ignorance, injustice or inefficiency of administration which may be acquired in the furtherance of the social policy aim "to improve the policies and practices that affect people's lives".

Analysis of the workload is also vital to the efficient management of the service. It is the duty of the service to comment on policies which adversely affect its clients. Each issue must be handled in a non-party-political manner and requires sensitivity of approach.



## The role

JOB TITLE:	Volunteers' Training & Support Officer
RESPONSIBLE TO:	Equalities Programme Co-ordinator
PLACE OF WORK:	Any CA Liverpool Office
SALARY:	£23,970-£24,990 per annum (depending on experience)
HOURS OF WORK:	35 hours per week
CONTRACT DURATION:	Ongoing subject to funding

### ADDITIONAL INFORMATION:

As well as a competitive salary CAL also provides access to

- Pension Scheme
- Cycle to Work Scheme
- Lifestyles Gym Membership (20% corporate discount)



## Role Profile/Job Description

### Context of Role

Citizens Advice Liverpool has a Volunteer Team responsible for recruitment, training, support and management of all aspects of volunteering. We are looking for applicants to join the Volunteering Team to enhance our learning and development support to volunteers and promote a positive volunteering experience through training. The successful applicant will work with the Volunteer Team to ensure volunteers access and complete their training and assessment so that the service is supported by trained volunteers to meet service standards.

### Role Purpose

The successful applicant will be based in any of CA Liverpool's offices and will be responsible for learning and development of the volunteering workforce. An advice background would be advantageous to the role.

## **Key areas of responsibility:**

### **Volunteer Learning and Development**

- Co-ordinate the organisation's training programme for volunteers;
- Ensure volunteer learning plans are relevant to the role and in line with Citizens Advice requirements and the needs of the service;
- Support the volunteer team in carrying out inductions and ensure volunteers have received high quality induction to their role.
- Identify learning and development needs of all volunteers, and manage the volunteer learning and development plan.
- Ensure volunteers (and volunteer supervisors), are informed of the activities, content and practical issues relating to their learning programmes i.e. they understand their volunteer training journey
- Carry out progress reviews and where necessary plan and deliver inclusive group and one-to-one learning activities to assist trainees through self-learning;
- Work with volunteer supervisors to ensure a good level of support and practical training is provided for all volunteers;
- Co-ordinate assessment activities of volunteers and make final decisions on competence against agreed standards
- Supervise the maintenance of all volunteers' training records and provide progress reports;
- Ensure systems are in place to make timely contact with volunteers who may need further support to progress through their training and provide support to address any needs
- Identify any challenges and/or delays for volunteers in completing their learning plans and work with supervisors to address any issues.
- Report on volunteering training and identify volunteer training needs to inform Citizens Advice Training strategies and delivery plans.

### **Other Duties and Responsibilities**

- Support the volunteering team in all aspects of volunteer recruitment, management and support.
- Research, design and deliver training programmes, including production of suitable session plans and materials.
- Promote the aims, policies, and membership requirements of the Citizens

Advice service.

- Ensure all processes and procedures that relate to the responsibilities of the role are delivered with a high level of awareness of the organisation's ethos and policies.
- Ensure equality and diversity are prominent in the planning and delivery of induction and training to volunteers.
- Be at all times a positive ambassador for Citizens Advice Liverpool.
- Develop links with and work in partnership with other local Citizens Advice and other external organisations to enhance the volunteering training offer.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Carry out any other tasks that may be within the scope of the post.



## Person specification

1. Experience of giving advice or willingness to undertake advice training;
2. Experience in education, training or tutoring, particularly with adults;
3. Experience of training planning and delivery and/or supporting learners through face to face and blended learning training programmes;
4. Experience of supporting and assessing learners' competence in work environment;
5. Experience of maintaining records (essential) including managing and monitoring learning records (desirable)
6. Ability to motivate adults to engage in learning and improving performance; providing constructive feedback and enabling them to develop skills and identify support and training needs;
7. Excellent written and verbal communication skills, in particular mentoring and coaching skills
8. Strong IT skills and ability to use IT packages including Microsoft Office 365 and related applications such as Teams, Word, Excel, Forms; and willingness to learn how to use our organisation specific systems.
9. Confident in ability to support others to use IT systems, including online learning platforms
10. Ability to work on own initiative and as part of a team.
11. Happy and able to travel between and work from a number of locations in Liverpool during the course of the week.
12. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service.

13. A level 3 or above qualification in delivering adult education/training  
(Desirable)

**COVID-19** - During the pandemic and lockdown period Citizens Advice Liverpool successfully moved all services to working from home. We are now returning to our offices and this role will be based at an office location. However, you will also be provided with the relevant equipment to work from home in case of future government guidance on returning to home working due to further COVID outbreaks.

## ***Guidance to assist with completing your application***

It is essential that you carefully read the job description and person specification.

Please complete an **Expression of Interest** and email it to [recruitment@CALiverpool.org.uk](mailto:recruitment@CALiverpool.org.uk)

### **Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

### **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. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Liverpool does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

### **Criminal Convictions**

Anyone who applies to work within Citizens Advice Liverpool 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 Liverpool – 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. Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

## How to apply

Completed expressions of interest should be emailed to:  
[recruitment@caliverpool.org.uk](mailto:recruitment@caliverpool.org.uk) no later than 8:00am on 23<sup>rd</sup> May 2022

## The application timeline

<b>Applications open:</b>	<b>19<sup>th</sup> April 2022</b>
<b>Applications close:</b>	<b>23<sup>rd</sup> May 2022</b>
<b>Shortlisting held:</b>	<b>23<sup>rd</sup> May 2022</b>
<b>Interviews held:</b>	<b>W/C 23<sup>rd</sup> May 2022</b>
<b>Start date:</b>	As soon as possible

*Please note that interviews will take place over Microsoft Teams*

## Who to contact

Queries regarding the job description or the role overall should be sent to:

Email: [recruitment@caliverpool.org.uk](mailto:recruitment@caliverpool.org.uk)

