

Citizens Advice Liverpool

Job Pack - August 2023



**citizens
advice**

Liverpool

www.citizensadvice.liverpool.org.uk

Contents

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.

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Welcome to Citizens Advice Liverpool

Welcome to Citizens Advice Liverpool!

As the CEO of Citizens Advice Liverpool, I am excited to introduce you to our incredible organisation and the fulfilling opportunities that await you here.

At Citizens Advice Liverpool, we believe that our team members are the driving force behind our goal to provide free, impartial, and confidential advice to individuals in need. Your interest in joining our team demonstrates your commitment to making a positive impact on the lives of others, and that aligns perfectly with our values.



Photo L-R: Emma Carey, Trustee and Heather Jessop, CEO

We understand that finding the right career opportunity is not just about the job itself but also about being part of a supportive and inclusive work environment. Citizens Advice Liverpool is a place where your skills, ideas, and unique perspectives will be valued and nurtured. We are committed to fostering a collaborative culture that encourages personal and professional growth, and we believe in investing in our employees' development.

As a potential member of our team, you would have the opportunity to work alongside a group of dedicated professionals who share a common purpose and are passionate about making a difference. Together, we can create positive change and empower individuals in our community to overcome challenges and build better futures.

Our recruitment process is designed to identify individuals who not only possess the necessary skills or experience but also align with our values and have a genuine desire to contribute to our mission. We look forward to reviewing your application and learning more about how your experience and passion make you a strong candidate for this role.

Once again, thank you for your interest in joining Citizens Advice Liverpool. We appreciate your commitment to making a difference, and we are excited to explore the potential of working together to serve our community.

Heather Jessop, Chief Executive Officer, Citizens Advice Liverpool

Who we are

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.

We're local and we're national. We are a local independent charity but are one of around 300 local members of "National Citizens Advice" – the national charity umbrella organisation, 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'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. We currently operate across four permanent sites (Belle Vale, Garston, Walton & Wavertree) and many outreach locations across the city which we are continually reviewing to ensure we are reaching the people most in need of our services.

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.

Last year 22/23 we helped over 28,000 clients with over 116,000 issues. Our top advice issues are benefits, debt and financial capability, energy, health, charitable support and foodbanks, and housing. We have a lot of data and insight into presenting and rising advice issues but we don't know everything. We work with organisations across the city to understand more about the impact of the issues their communities are facing and the barriers they may face in seeking help.

We're proud of our achievements and know they are 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 the ways we deliver our advice.

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 a range of targeted services advice projects.

Citizens Advice Liverpool has the Liverpool City Region Fair Employment Charter mark and Workplace Wellbeing Charter mark highlighting our commitment to being a fair employer and a healthy workplace.

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.

Our timeline

1931

PSS establishes the first Citizens Advice Bureau in the Country in Liverpool

1939

The day after WWII begins, 22 Citizens Advice Bureaux opened in across the country



1985

Citizens Advice service opens in Liverpool County Courts



1939-1976

Independent Citizens Advice open in Walton, Garston, Kensington, Toxteth and Old Swan

1998

Largest Welfare Rights and Debt Legal Aid contract given to Liverpool Citizens Advice services



1999

Citizens Advice self-help website launched: advice.org.uk

2000

First Local Authority Mental Health Award for hospital outreach services

2003

Citizens Advice becomes the first in the sector to audit quality of advice

2006

Liverpool Citizens Advice Bureaux receives funding to provide specialist debt advice as part of the Greater Merseyside Money Advice Project

2014

'Adviceline' telephone service takes its millionth call

Liverpool Citizens Advice Bureaux funded by the LCCG to improve health outcomes through advice primary care across Liverpool

Liverpool Citizens Advice Bureaux joins national Adviceline and Webchat delivery, meaning Liverpool residents have enhanced access to advice

2013

Withdrawal of Legal Aid Funding severely reduces capacity to offer specialist support. Liverpool offices work with the city's legal profession and campaign for the restoration of access to justice.

2012

Liverpool Citizens Advice Bureaux is funded by Clinical Commissioning Group to pilot a health outreach. Its successful evaluation results in service roll out across the city.

2015

Citizens Advice takes on Pension Wise service

Web chat introduced and major redesign of digital services begins

Citizens Advice is rebranded, dropping the word Bureau

Liverpool Citizens Advice offices given Freedom of the City



2016

Access to citizensadvice.org.uk via mobile is higher than those using laptops or desktops for the first time

Citizens Advice Liverpool formed as a result of a merger of four established independent local Citizens Advice organisations in Liverpool

2017

Citizens Advice rolls out Casebook, a new case management system across the services

Citizens Advice Liverpool introduces mobile phone app

2018

We help clients make a UC claim through a dedicated hub in St John's Shopping Centre



2019

Citizens Advice Liverpool signs up to Employee Assistance Programme, Health Assured, providing staff support with their health and wellbeing



2020

Covid-19 brings significant changes to the way we work. We create a responsive 'digital first' model, redesigning our telephone advice centre in Belle Valle

Liverpool Access to Advice Network creates a space for advice agencies to collaborate and increase access to justice



2021

Citizens Advice Liverpool website relaunches, introducing a Chatbox function, ReciteMe bar for accessibility and a translator

Final stage of merger completed with merger of Garston Citizens Advice Bureau and Wavertree (East Liverpool) Citizens Advice

Return of post-Covid face-to-face advice, CAL sets up community outreaches in Speke, Toxteth and city centre

2022

Citizens Advice Liverpool begins flexible hybrid working model

Citizens Advice Liverpool advises over 30,000 clients

Our funded services

| Service | Focus |
|---|---|
| Core General Advice Service | Advice on a wide range of subjects such as; benefits, work, debt & money, consumer, family, housing, law & courts, immigration and health. Led by volunteers. |
| Advice on Prescription Programme, 'Ways to Wellbeing' Liverpool | 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. |
| Help Through Hardship Project | Partnership with the Trussell Trust. Advice and access for people worried about money and struggling to afford essentials. |
| Greater Merseyside Money Advice Project (GMMAP) | Regulated debt advice through FCA. Team accredited to standards set by the Money and Pensions Service. Range of debt support from checking liability for debts to insolvency solutions to debt write off |
| LGBTQ+ Hate Crime Support | Practical & social support to LGBTQ+ victims of Hate Crime. We can help people with practical advice, making a report to the police, understand their rights, liaise with organisations, and access specialist support services such as counselling |
| Help to Claim Universal Credit | Support to apply for Universal Credit from eligibility and applications up until first correct payment. |
| Pension Wise | Support for people over 50 about pension options. |
| Project Advice Liverpool & Sefton (PALS) | Assist clients with the effects of Welfare Reform. The team can help with benefit appeals e.g PIP, ESA, UC up to and including an upper tribunal as well as welfare benefit complaints and complex benefit cases. |
| Income Max 65+ | Support to over 65s to increase income through take up of Pension Credit and Attendance allowance. |
| Equalities Programme | The long-term aim of the programme is to improve health and economic wellbeing for ethnic minority communities in Liverpool. |
| Liverpool Access to Advice Network (LATAN) | Network of Liverpool advice organisations coming together to help protect and improve access to quality, independent advice for Liverpool residents. |

Our vision, purpose and intentions

Our mission

Citizens Advice Liverpool is a charity working to combat discrimination, alleviate poverty and remove barriers to justice.

We do this by providing quality assured, free, trusted advice and information, delivered accessibly and innovatively. We are also an informed influence and advocate on social policy.

Our vision

To create a better society without discrimination, poverty or injustice.

Our work is focused on playing four roles:

Role 01:

Liverpool's leading provider of free and independent advice.

Role 02:

A key partner in the city in tackling poverty and inequality.

Role 03:

An expert on how people and communities are affected by policies.

Role 04:

An independent and long standing local charity.



We are one service.

Our service is made up of our core generalist service, a health programme and many projects that have different expectations, each meeting the needs of residents in the city in different ways.

Our values

Core value 01:

Quality

We are committed to delivering a quality service and working to best practice standards in all aspects of our work.



Core value 02:

A responsive approach

We are a flexible organisation that will listen and learn from the experience of our clients and communities and respond to new needs and expectations.



Core value 03:

Accountability

We will work in ways which are open and transparent. We will regularly account for and report on our work to show how we are meeting our purpose and aims.



Core value 04:

Creativity

We are open to new ideas and ways of improving our work. We will encourage learning and feedback to encourage innovation.



Core value 05:

Fairness

We will treat all of our staff, volunteers, partners and clients with respect, fairness and humanity. We will go the extra mile for people.

Client feedback

"The adviser I saw was excellent and helped a great deal. Recommendations to her."

"Advisers are very friendly and cooperative."

"I want to thank you for all your hard work. I believe it would be responsible that I update you on a regular basis due to the care, love and humanity that you have candidly displayed already in this case."

"I think I had the best service!"

"Since I've been in this country, I've never met such a great Citizens Adviser. Someone who is so responsive, so kind, so nice."

"I would not have got through the most frightening time without you and your team"

"Very grateful Citizens Advice is there to help and advise, especially for complicated situations or circumstances."

"The lady who I spoke to on the telephone was kind and courteous and really put me at ease. She even understood the tears."

"I am so grateful for your team for your help, I couldn't have done this without you. Now I can move forwards with my life."

"I can't thank you enough, I can't express how grateful we are that you came into our lives, and the support you have given. Thank you so much for the kindness and care, and all your hard work"

