



## **Citizens Advice Guernsey Generalist Adviser – Role Description**

**Role title:** Adviser  
**Responsible to:** Chief Executive Officer

### **Purpose of role:**

- To provide an effective and efficient generalist advice service within the aims, principles and policies of the Citizens Advice service.
- To help influence government and other organisations by informing them of the effect of their actions on the lives of clients.

### **Hours of duty:**

- The role of adviser involves 2 x 4-hour sessions morning or afternoon per week.

### **Main duties and responsibilities:**

- To be available for two sessions of 4 hours per week (morning, afternoon or early Wednesday evening), a total of 8 hours.
- To successfully complete Citizens Advice training and the trainee adviser period.
- Interview clients face to face and on the telephone and help them to identify goals, assess priorities and identify what actions to take.
- Find and collate the relevant electronic and other information sources.
- Interpret and communicate the information then explore options and implications enabling the client's right to decide.
- Identify potential skills shortages that might affect the client's options and assist or make appropriate referrals.
- Act for the client where necessary by negotiating, drafting or writing letters, telephoning or by making appropriate referrals.
- Complete clear and accurate records and ensure that all work conforms to Citizens Advice systems and procedures.
- Recognise the root causes of problems and record social policy issues appropriately. Alert the Support Worker (supervisor) of any urgent matters and ensure that developing trends are discussed at the staff meeting or are brought to the attention of the CEO.
- Keep up to date by training and reading as appropriate.
- Contribute to the development of the service.

- Attend monthly advisers' meetings.
- Share administrative and domestic tasks.

**Personal Qualities:**

The successful applicant will be able to demonstrate:

- Commitment to the aims and principles of the Citizens Advice service.
- Respect for views, values and cultures different to their own.
- A flexible approach and willingness to work under supervision as part of a team.
- Being open and approachable, a good listener.
- Excellent written and spoken communication skills.
- An understanding of why confidentiality is important.
- Willingness to continue to learn, undergo training and keep up with current developments.

Please note that a basic police disclosure is required.

For further information, please email [volunteer@citizensadvice.org.gg](mailto:volunteer@citizensadvice.org.gg)

For more information please visit:

<https://www.citizensadvice.org.uk/about-us/support-us/volunteering/>

[https://www.citizensadvice.org.uk/about-us/support-us/volunteering/about-volunteering-with-citizens-advice/volunteer\\_roles/](https://www.citizensadvice.org.uk/about-us/support-us/volunteering/about-volunteering-with-citizens-advice/volunteer_roles/)

Please note these website links are for the United Kingdom therefore some sections may vary or not apply to Guernsey.



## **Citizens Advice Service Aims and Principles**

### **Aims**

The Citizens Advice service provides free, friendly and completely confidential 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 Citizens Advice is completely independent. Bureaux 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 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.

#### **Free**

Citizens Advice services are provided free to clients at the point of delivery. Each member bureau, and Citizens Advice, 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.

#### **Confidentiality**

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

**We value diversity, promote equality and challenge discrimination**