



Job Description

Role	Community Outreach Officer (Crisis and Resilience Fund)
Reporting to	Service Delivery Manager
Contract term & salary	Fixed-term contract until 31 March 2027, with any extension subject to continued funding. Starting salary: £25,500 full-time equivalent (FTE). Sessional work available for suitable candidates on an hourly basis.
Location	Crawley, Horsham, Adur, Worthing, Mid Sussex
Team overview	Working with Client Services and alongside Community Outreach advisers, you will support residents in the community by providing information and signposting, and by raising awareness of income maximisation projects that can strengthen financial resilience. You will be a 'people' person who is confident approaching residents in community settings to share information that will increase their financial resilience.
Role overview	Work with residents, community groups, and local stakeholders to deliver targeted projects. Responsibilities include: • Arrange and attend community events that promote income maximization and help prevent long-term hardship. • Support residents' access grants, income-maximization services and other assistance, including internal referrals, benefit checks, and debt assessments.

	• Build relationships with stakeholders and keep information resources up to date. • Maintain accurate records, meet agreed targets, and provide a high-quality customer experience.
Main responsibilities	Key elements/Tasks
Community information, advice and guidance	Work proactively with stakeholders to arrange and attend events across the county that promote Citizens Advice's current service offer, and other local initiatives agreed with managers. Meet with the public and provide holistic information, advice and guidance appropriate to the level of funding and training in areas such as: • Energy related support • Money Navigation including referrals for income maximization and debt advice • Other locally funded projects • Financial capability • Budgeting • Digital support Provide advice to standards of competency including holistic exploration, research, benefit and income checks, budget checks, debt assessments and energy measures. Capture data and record information, advice and guidance promptly in Casebook and other monitoring systems, including outcomes, outputs, user feedback, AIC issues and consents. Adhere to quality standards in write-ups, using the quality framework of research, holistic exploration and appropriate next steps.

	Meet agreed targets, support wider projects, and contribute to other funding streams, including coding activity to the correct funder. Use information, advice and guidance resources to ensure information is up to date. Signpost and refer as appropriate to other sources of help. Follow internal and external policies including health and safety, safeguarding, EDI and people's policies.
Communications and relationship management	• Use self-service resources and technology to perform the role independently in the community. • Keep systems up to date, maintain accurate records and meet deadlines. • Support the Communications team to develop resources and assets. • Support the engagement team with events, research and evaluation. • Keep stakeholder lists up to date. • Enter data clearly and accurately to report on client profiles, outcomes and the impact of hardship on individuals.
Other duties and responsibilities	• Carry out other tasks within the scope of the role to support the effective running of the charity. • Deliver against research and campaigns goals and contribute to communications work, including blogs, social media and other calls. • Demonstrate commitment to the aims and principles of the Citizens Advice service, including equity, diversity and inclusion. • Identify safeguarding issues and follow the relevant policies.

	• Travel across West Sussex and to other locations as required. • Support and actively participate in fundraising activities across CAWS as required, including evidence gathering, events and grant applications.
Professional development	• Complete mandatory and competency training, including income maximization, Level 6 energy advice, debt assessments and money guidance. • Proactively identify, undertake and complete training to perform and develop in the role. • Use feedback and continuous improvement to develop your skills. • Attend relevant internal and external meetings as agreed with the line manager. • Prepare for and attend supervision sessions, team meetings, and staff meetings as appropriate.



Person specification

Essential Knowledge and Experience

- Confident in English and numeracy to GCSE grade 4/C or above, or equivalent (a qualification is not required, and support to achieve a functional skills qualification will be available if desired).
- Willingness and ability to achieve the generalist advice qualification.

Essential Skills

- Confident and accurate in using digital tools and applications, including SharePoint, Excel, Outlook, Word and database systems, to deliver the role.
- Excellent communication skills, able to identify root causes, explain complex information so it is understood and support people to act on information or advice provided.
- Excellent personal organisation skills, able to meet deadlines and prioritise own work and follow agreed processes.

Essential Attributes

- A problem solver, able to work with conflicting priorities and remain positive and achieve results.
- A demonstrable commitment to equity, diversity and inclusion and able to apply this to our work.

Desirable

Lived experience of the work that we deliver.

Advice qualification in a relevant area, such as Level 6 energy advice, debt advice

or income maximisation.