



Job Description

Role	Community Outreach Advisor (Crisis and Resilience)
Reporting to	Service Delivery Manager
Salary and Contract	£26, 609 FTE depending on experience Fixed term Contract with extension subject to funding.
Location	Adur, Worthing, Horsham, Crawley, Mid Sussex.
Hours per week	Up to 37 Sessional work available for suitable candidates
Contract Term	Fixed term 31/3/2027 potential 2-year extension subject to funding confirmation.
Team overview	Working in the Advice Community Projects Team.
Role overview	Purpose of the role Community Outreach Advisors provide accessible advice and support in community settings, as required by project funding. The role focuses on helping people experiencing financial hardship to maximise their income, understand their debt and budgeting options, and build greater financial resilience. Working with communities The postholder will work alongside community outreach officers and will deliver assertive engagement, signposting to appropriate sources of help, give limited advice and book advice appointments where needed. They will also work closely with Community Engagement Advisers to identify and reach areas of West Sussex where demand is highest. Project context This is an exciting opportunity to join the Crisis and Resilience Team, which supports people in the community who are experiencing financial hardship. The project helps clients address the issues that can lead to long-term

dependency or crisis, supporting them towards greater financial security and independence from crisis services.

Client support and impact

The Crisis and Resilience Team includes an innovative Client Support Scheme, offering one-to-one support for clients who may feel overwhelmed by the practical steps needed to regain control of their finances. This is a rewarding opportunity to make a meaningful difference to people's lives. Being available to receive approaches for help in the community is key for the success of this role.

Key activities

The role will include:

- Completing holistic assessments of client needs.
- Maximising income through benefit checks, applications and ensuring claims are accurate.
- Undertaking debt assessments and identifying available options.
- Support clients to deal with debt emergencies
- Use budgeting tools and identifying opportunities to build clients' financial skills.
- Identifying and promoting sources of financial help available to clients.
- Managing a caseload and supporting clients to achieve successful outcomes.
- Working with wider community members to upskill them and raise awareness of available advice and support.
- Providing good cover across the district so the service is accessible to all.

Trainee role

A trainee role may be considered for the right candidate. Applicants should be able to demonstrate some knowledge of benefits or debt advice, alongside transferable skills, and be willing to meet agreed training and quality milestones.

Main responsibilities	Key elements/Tasks
Service Delivery	• To provide in-depth quality advice in welfare benefits and debt, in person and by phone; taking a holistic approach addressing the root cause, ensuring all options are given to and understood by the client so they make informed choices about their situation. • Prepare accurate financial statements, budgeting advice and progression of debt options, advising on court proceedings for debt recovery and repossessions, and income maximisation to ensure take up of benefits and options such as backdating, overpayment and sanction challenges and appeals. • Communicate directly with third parties on behalf of the client including negotiating with creditors or landlords. • Undertake and manage own caseload, following quality standards. • Deliver a high-quality reliable service, ensuring referrals are responded to within agreed times and cover is provided when on leave. • Work with stakeholders including funders, represent the organisation when co-locating, to ensure a successful delivery of the project, maintaining independence. • Use advice resources such as Advisernet, specialist books, caselaw and any other diagnostic tools required, and liaise with Specialist advisors when needed. • Ensure work is of a continuous high standard, passes quality audit checks and welcome feedback to continuously improve work and support others. • Maintain detailed and accurate records which are kept up to date including activities and outcomes on the client case data base system (Casebook). Provide regular reports to funders on progress of cases and funder reports. ✎ Work with other Citizens Advice staff and volunteers to upskill and provide leadership on client options.

	• Ensure own knowledge and skills are kept up to date with the latest legislation, policies and practices relating to the role, undertake training and minimum Continued Professional Development Hours.
Contribute to Team	• Support the wider service including partners by sharing expertise, conducting independent quality checks, supporting others with their learning and development including volunteers. • Ensure all internal policies and procedures are followed. • Be an active member of the team with positive contributions to the service and organisation development and other projects. • Work with partners by proactively seeking referrals and building the partnership.
Research and Campaigns	• Assist with research and campaigns work by sharing insight and identifying new and ongoing issues and trends, informing research and supporting work to improve the system of clients. • To identify and prepare case studies and provide other evidence to support local and national influencing work. • Support with media interviews as agreed. • Prepare update reports.
Other Duties & Responsibilities	• Carry out any other tasks which may be within the scope of the role to ensure the effective delivery and development of the service. • Demonstrate commitment to the aims and principles of the Citizens Advice service including equality, diversity and inclusion. • Ensure safeguarding issues are identified and relevant policies followed. • Ensure GDPR, safeguarding and other policies are followed. • Travel may be required for training and supervision. • Support and actively engage in fundraising activities across CAWS as necessary.



Person specification

Essential knowledge and experience

- At least 1 years FTE recent experience of delivering independent high-quality advice and casework in a busy environment whilst working to and maintaining external quality standards.
- Demonstrable knowledge of welfare benefits and debt remedies including maximising income through claim dates, appeals, grants and housing costs with successful outcomes.
- Experience of working independently in a busy and changing environment and able to meet targets.

Essential skills and behaviours

- Excellent IT and digital skills, able to self-administer work.
- Excellent organisation skills, able to follow processes and have attention to detail whilst managing competing priorities.
- Proactive, resilient team player able to work with different stakeholders.
- Strong communication skills, able to quickly build rapport and explain complex information verbally as well as construct well written letters and cases
- An understanding of quality and able to show how this is applied to own work.
- A commitment to challenge discrimination and uphold our Equity, Diversity and Inclusion values.

Desirable

- Advice qualification including or willing to achieve this within 3 months.
- Experience of undertaking casework under the AQS or similar quality standards.

October 2026