

INTEGRATED FRONT DOOR INFORMATION PACK



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About Citizens Advice Barnsley

Citizens Advice Barnsley is an independent local charity that's been helping local people since 1964. We provide advice, information and signposting on all areas of law including debt, benefits, housing, employment, relationships and consumer issues.

Clients have access to our services through face-to-face drop-ins, appointments, telephone, emails and webchat - and the majority of our services are based in community locations across Barnsley.

We're a forward-looking and expanding organisation with a team of paid and volunteer advisers and admin staff. As well as our general drop-in advice services we also offer specialist debt support (authorised and regulated by the Financial Conduct Authority), specialist energy advice, and take referrals from partner organisations to support vulnerable clients with complex issues.

We are committed to Citizens Advice aims, principles and policies. Equality and diversity standards are embedded throughout our organisation. It is essential that all our clients have an equal opportunity to access our services and all our staff work hard to put this into practice.

Job Description

Job Title:	Integrated Front Door - Generalist Adviser
Hours:	27.5 hours per week
Salary:	£26,238 per annum depending on experience (Pro Rata for part time post = £19,501)
Contract Length:	18 months (with the possibility of extending subject to funding)
Annual Leave:	32 days holiday plus public holidays (pro rata for part time post)
Responsible to:	Project Manager
Job Location:	Wombwell Police Station, 1st Floor (Please note there is no lift access to this building)
Security Check:	South Yorkshire Non-Police Personnel Recruitment Vetting. (Please see attached guidance)
Post funded by:	Barnsley Metropolitan Borough Council

About the Project

The aim of this project is to help reduce household poverty and child neglect by enabling clients (and the practitioners that support them) to access appropriate early intervention information, advice and guidance before problems spiral into crisis situations.

The job is based at Wombwell Police Station and will involve working alongside BMBC's Integrated Front Door Team to identify and address emerging financial, housing, employment, benefits and other related issues at the earliest possible stage.

You will be providing in person consultation, support and signposting to practitioners as well as information, advice and guidance direct to individuals and families via telephone.

Key Responsibilities:

- **Practitioner consultation and support** Providing timely advice, guidance and professional insight to Integrated Front Door practitioners to inform decision-making, support case planning, and strengthen early help responses.
- **Direct client support** Providing independent, impartial and confidential advice to individuals and families, delivered by telephone and digital, supported by follow-up work and advocacy where required.
- **Prevention of escalation** Supporting clients to navigate complex systems, access entitlements, resolve debt or income issues, and address practical barriers that contribute to stress, instability or risk within households.
- **Management of complex and interrelated issues** Recognising that clients may present with multiple, overlapping needs requiring coordinated advice and sustained engagement.
- **System navigation and coordination** Supporting effective engagement with other Integrated Front Door partners and external agencies through signposting, referrals, warm handovers and joined-up working.
- **Contribution to learning and service development** Sharing insights and knowledge to support service improvement and inform early intervention approaches.
- **Update spreadsheets and trackers** Monitoring client interactions and attendance. Ensure all collected data is accurate, kept in an orderly manner and confidentiality is maintained.
- **Record and update detailed client records** Accurately record clients, interactions, circumstances and issues on our electronic case management system.
- **Support our research and campaigns work**, by assisting with surveys and providing information about client's circumstances, statistical information and nature of cases.
- **Undertake training**, by keeping up to date with legislation, policies and procedures and attend training as appropriate to the role.

- **Attend appropriate internal and external meetings**, as agreed with your Line Manager.
- **Work within Citizens Advice policies and procedures** and uphold the Aims and Principles of the Citizens Advice Service at all times.
- **Carry out all duties**, in accordance with relevant health and safety legislative requirements, adopting safe working practices in all workplaces
- **Undertake all other duties and responsibilities** as agreed from time to time commensurate with the grade and nature of the post.

Person Specification:

Integrated Front Door Generalist Adviser

ESSENTIAL CRITERIA

1. At least 1 years recent experience in an advisory or information-provision role.
2. Available to work Monday to Friday between 9.30am and 3.30pm (A total of 27.5 hours per week) from Wombwell Police Station.
3. Excellent IT skills. Able to use IT packages, including word processing, spreadsheets, email and electronic diary as well as other online apps and digital services.
4. Excellent communications skills with the ability to communicate effectively and sensitively, both face-to-face and by telephone, email and video call.
5. Ability to summarise information, record it accurately and concisely and maintain effective administrative systems
6. Able to work on own initiative and as part of a team.

7. Good time management skills with the ability to manage your own diary to prioritise tasks and work to deadlines.
8. Ability to establish and maintain good working relationships with external and partner referral agencies.
9. Understanding of the need for confidentiality and non-judgemental approach when delivering advice and support services.
10. Able to commit to and work within the aims, principles and policies of the Citizens Advice service.
11. Have a good, up to date understanding of equality and diversity.

DESIRABLE CRITERIA

1. Experience in using Casebook
2. Familiarity with benefit calculators and carrying out benefit checks

How to Apply

Please make sure you have read this Information Pack and the [Application Guidance Notes](#) before applying.

Our standard application form can be downloaded from the jobs page of our website <https://barnsleycab.org.uk/jobs/>

Please make sure you complete the form in full, and provide answers to respond to all of the numbered essential criteria in the person specification.

Completed application forms can be sent to admin@barnsleycab.org.uk

