



## Acute Responder Job Pack

Thanks for your interest in working at Citizens Advice North Lincolnshire. 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 North Lincolnshire.

In this pack you'll find information about:

- Our values
- 3 things you should know about us
- The role profile and person specification
- Terms and conditions
- The recruitment process and how to apply

If you want to chat about the role and are unable to attend our open day, you can contact [debra.taylor@citizensadvicenlincs.org.uk](mailto:debra.taylor@citizensadvicenlincs.org.uk) or [lucy.stephenson@citizensadvicenlincs.org.uk](mailto:lucy.stephenson@citizensadvicenlincs.org.uk)

## Our values and behaviours

Our values are the core beliefs we hold as an organisation. They act as guiding principles setting out our purpose and direction.

Our values are:

- We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.
- We're generous. We work together, sharing knowledge and experience to solve problems. We are honest and open and tell it like it is. We offer support and respect to everyone.
- We're responsible. We do what we say we'll do and keep our promises to each other, to our community and clients and our funders and partners. We remember we work for a charity and use our resources effectively.

Our values are upheld by our behaviours. Our behaviours demonstrate how we live our values every day and in every thing we do.

Our behaviours are:

- Compassion, consistency and connectedness. We are one team, whether working in project teams, across Citizens Advice North Lincolnshire or with our partners for the benefit of our clients and services. We demonstrate empathy and understanding and treat others with respect and kindness.
- Innovation, flexibility and resilience. We continuously seek more innovative ways of delivering services and overcome challenging situations. This enables us to find more effective and efficient ways of working that improve services to clients and enables the organisation to be sustainable ensuring continuity of support for our community.
- Integrity. We do the right thing even when nobody's watching. We act in the best interests of clients and the organisation at all times in all we do and consistently operate to the best of our ability. We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, funders, partners and clients.

- Accountability. Taking ownership for all we do, think and say is vital to creating an environment of honesty, openness and transparency particularly when it comes to delivering great services. We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.

## 3 things you should know about us

**1. We're local and we're national.** We are part of the Citizens Advice network and offer direct support to people as one of the 290+ independent local Citizens Advice services across England and Wales.

**2. Working collaboratively with our partners is important to us.** We work closely with our partners across Place and the wider Integrated Care System. We believe we can achieve more for our clients and the community by working together.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our work mean we make a real impact on behalf of the people who rely on us.

## Role Profile

This is an opportunity for you to join an established charity that has an excellent reputation locally as a trusted partner and as a great place to work. You'll be part of a newly established and innovative service working across the Emergency and Same Day Emergency Care Departments at Scunthorpe General Hospital.

You'll be working as part of a wider integrated team and will be a physical presence at all touch points and decision making opportunities. You'll enable targeted, preventative community interventions that are focused on admissions avoidance and turning people around at the 'front door'.

You'll act as the first point of contact for all referrals into the voluntary and community sector ensuring people who can be supported through a community response are linked to appropriate interventions addressing the social, economic and environmental factors that affect people's health.

You'll empathise with people and provide person-centred support in a non-judgemental way, enabling them to self-manage. You'll use a strength-based approach focusing on what the person can do for themselves to improve their health and will build resilience by supporting them to identify what assets they already have or can draw upon.

You'll ensure service data and local intelligence is captured and communicated to inform the review, revision and development of interventions to meet needs, strengthen community and individual resilience and help to develop and grow accessible and sustainable activities and services that address the wider determinants of health and reduce health inequalities.

You'll also record project outcomes and develop a feedback loop ensuring the impact of community response is reflected back to system partners, facilitating understanding of the impact of low level interventions on individuals and the system as a whole.

This exciting pilot will test the approach with the aim of the model becoming sustainable through business as usual funding streams by enabling people to access local community support, encouraging self management and becoming more resilient and less reliant on emergency healthcare.

You'll really be able to make the role your own. You'll be a part of a small, but committed team with big ambitions that works cohesively and effectively together to get things done. You'll be an important and valued member of the team and, with the support of Citizens Advice North Lincolnshire, will be responsible for ensuring people focused outcomes are met in a pressurised environment.

## **Main Duties and Responsibilities**

- Be a physical presence at all touch points and decision making opportunities within the emergency and same day emergency care departments and receive referrals for patients from healthcare professionals
- Complete assessments with patients in order to identify low level interventions in relation to practical, social, psychological, physical and financial needs
- To proactively 'reach into' the system to identify people who could potentially be supported through a community response
- To use a range of techniques and interventions to support people, including those with long term conditions, to self-manage their health and encourage behavioural and lifestyle change
- To gain people's trust within a short period of time, provide non-judgemental support and enabling people to work from a strength-based approach focusing on their assets
- To link individuals with appropriate local services based on the best interests of the person, ensuring they fully understand the limits and financial implications of accessing services
- To refer clients to other community interventions, for example, Carers Support, Community Social Prescribing

- To develop relationships with hospital teams, ensuring their needs are met and their views and ideas are understood and included in service review and development
- To be seen as an equal and integrated member of the hospital teams and be a physical presence alongside healthcare staff on a consistent basis, working together to avoid admissions and turn people around at the front door
- To develop relationships with external stakeholders ensuring holistic support for patients and connection to the community
- To ensure accurate quantitative and qualitative impact and outcomes data capture and provide local intelligence and trends data to the joint chief executives, board of trustees and partner organisations
- To capture and communicate data about gaps and barriers to inform the review, revision and development of new interventions that respond to the needs of the individual and the system
- To deliver presentations and briefings about the service and contribute to the overall development of the service and organisation
- To meet individual performance targets and contribute to the achievement of team targets
- To represent the organisation in a knowledgeable and professional manner at all times
- To identify your own training and development needs and participate in training opportunities
- To reflect on work plans and participate in team meetings, development forums and supervision sessions
- To refer safeguarding issues in line with local and organisational policy
- To adhere to organisational policies and procedures relating to health and safety, risk and personal safety
- Carry out any other tasks that may be within the scope of the post

# Person Specification

## **Written applications will be assessed on the following criteria:**

1. Experience of working directly in a people facing role in community development, adult health and social care, learning support, public health/health improvement or voluntary and community context
2. Ability to hold and manage difficult conversations, positively influence other professionals and where appropriate persuade them to change their views, intentions and/or actions
3. Ability to grasp new concepts and information quickly, demonstrate initiative and creativity, think ahead and take prompt action to solve problems

## **It is expected that applicants will be able to demonstrate the following criteria as part of the interview process. You do not need to address these points on your application:**

4. Understanding of health and social care and current challenges
5. Understanding of health inequalities and the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers and the system
6. Experience of building relationships across a range of organisations and working with partners collaboratively to enable holistic interventions for people
7. Ability to navigate and research information systems, databases and the internet to identify appropriate interventions and client focused solutions from credible sources
8. Knowledge and understanding of outcomes and impact and the importance of using data to enable continuous learning
9. Experience of working within a safeguarding framework and ability to identify risks and assess/manage those risks when working with individuals
10. Ability to engage people in a way that inspires trust and confidence
11. Ability to prioritise competing priorities and demands in a busy changing environment, demonstrate personal accountability and complete tasks to a high standard

12. Ability to use Microsoft Office and Google Suite systems and particularly Word/Docs and Excel/Sheets
13. Access to your own transport and able to travel across North Lincolnshire and meet people in their own homes (full driving licence is required)



# Terms and conditions

## 1. Proficient salary

£28,284 pro rata, per annum

## 2. Contract type

Temporary with potential to become permanent.

## 3. Flexibility

We are open to all discussions about flexible working. We want to enable you to have a good work/life balance that suits your needs as well as those of the business.

## 4. Employee assistance scheme

We provide an employee assistance scheme managed by LifeWorks.

Benefits include:

- 24/7 - 365 telephone helpline
- LifeWorks online support website
- LifeWorks app
- 6 sessions of face to face counselling per issue – unlimited issues per annum
- Employee legal helpline
- Consulting services – financial, debt advice, housing, relocation, parenting, eldercare, work performance, health and wellness advice and much more
- Childcare and eldercare matching service
- Savings on everyday purchases and life events
- Access for family members and dependants – excluding counselling and legal advice

## 5. Annual leave

Annual leave is 28 days from 1st April to 31st March, plus 8 bank holidays. We offer additional long service leave of 5 days after 4 years of employment.

#### 6. Pension scheme

Citizens Advice North Lincolnshire provides an employer pension scheme via Nest Pensions. Our contribution to the pension is 3 percent.

Further details of this scheme will be provided to the successful applicant at offer and contract stage.

#### 7. Learning and development

Citizens Advice North Lincolnshire has a coordinated staff training and development strategy. This will mean that training for your current job, and future career developments will be provided and you will be encouraged to take an active role.

#### 8. Disclosure and Barring Service checks (DBS)

The post is subject to disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974.

#### 9. Equality and diversity

Citizens Advice North Lincolnshire recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We are a Disability Confident employer. We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

Citizens Advice North Lincolnshire will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or

belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

#### 10. Dignity at work

Citizens Advice North Lincolnshire is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated. Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

#### 11. Political Impartiality

An important part of the principle of impartiality is that Citizens Advice North Lincolnshire staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to

stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.

12. Location

Scunthorpe General Hospital, Scunthorpe, North Lincolnshire.

13. Hours of work

Full and part time hours available. Full time hours are 36.25 hours per week.

# The recruitment process and how to apply

You should download or make a copy of this [application form](#) and return your completed form to [recruitment@citizensadvicenlincs.org.uk](mailto:recruitment@citizensadvicenlincs.org.uk)

Please note CV's will not be accepted as a substitute for the application form.

Deadline for applications is **17 November 2024**

Interviews will be held on **27 November 2024**

## Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice North Lincolnshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

## References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

### **Criminal convictions**

Anyone who applies to work within Citizens Advice North Lincolnshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice North Lincolnshire – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.