



## **Community 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
- Information about working a 4 day working week

If you want to chat about the role 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 listened to - and our work has real impact.** Our trusted brand and the quality of our work mean we make a real impact on behalf of the people who rely on us.

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

**3. We're committed to doing things differently.** We have introduced a 4 Day Working Week to support wellbeing and productivity, with opportunities to opt in following probation.

## Role Profile

This is an opportunity for you to join an established charity with an excellent reputation locally as a trusted partner and a great place to work. As a Community Responder, you will be part of an integrated and innovative service, supporting individuals across Scunthorpe General Hospital, Adult Services, and the wider community. Your role will focus on responding flexibly to capacity and demand needs across projects, ensuring people receive timely and appropriate support.

You will act as the first point of contact for referrals from hospital services, Adult Social Care, and other health and community partners. Your work will involve providing targeted, preventative community interventions that enable timely hospital discharge, admissions avoidance, and support for people in the community. You will meet individuals at various touchpoints, including hospital emergency and same-day care settings, at home following discharge, or within the community to assess their needs and link them with appropriate support.

Your role will focus on improving outcomes for individuals while reducing the risk of crisis and reliance on commissioned health and care services. You will offer practical help, emotional support, confidence building, and motivation to promote independence and self-management. Using a strength-based approach, you will help individuals recognize their abilities and connect with personal and community resources that support their wellbeing.

Working closely with health and social care teams, you will ensure a holistic and coordinated approach, reducing pressure on acute and domiciliary care services. Additionally, you will capture and analyse service data and local intelligence to inform ongoing service improvements, shape interventions, and support the development of accessible and sustainable community activities. Providing feedback to system partners will be crucial in demonstrating the impact of community responses on individuals and the broader system.

We welcome applications from individuals who are either qualified or seeking trainee opportunities. If you are empathetic, non-judgemental, and person-centred, we can provide the necessary training to support

you in this role. Strong communication and interpersonal skills are essential, as are IT skills and the ability to work flexibly across different settings in response to service demand.

As an organisation, we are committed to developing modern and flexible ways of working that support both wellbeing and high performance. We operate a 4 Day Working Week model, enabling staff to work 80% of contracted hours while maintaining 100% pay, with an expectation of delivering agreed outcomes and performance. Subject to achieving competence and organisational requirements, the successful candidate will be eligible to opt into the scheme. We believe this approach creates a healthier, more sustainable working environment while enabling us to continue delivering outstanding services for local people.

## **Main Duties and Responsibilities**

- Be a physical presence at all key decision-making points in hospital emergency and same-day care settings, receiving referrals and identifying people who could benefit from community support.
- Complete assessments with individuals in hospitals, homes, and over the phone to determine their practical, social, psychological, physical, and financial needs.
- Provide person-centred support using a strength-based approach, helping people draw upon existing resources to maintain independence and well-being.
- Link individuals with appropriate local services, ensuring they understand any limitations or financial implications of accessing support.
- Refer clients to other community interventions such as Carers Support and Social Prescribing.
- Develop relationships with health and social care teams to facilitate effective, integrated support and ensure collaborative working to avoid unnecessary admissions and support timely discharge.
- Build networks with community organisations to create holistic support pathways that address social care and domiciliary needs.

- Ensure accurate quantitative and qualitative data capture, including local intelligence and trends, to inform service improvements and share insights with leadership and partner organisations.
- Identify gaps and barriers in existing services and contribute to the development of new community-led interventions that meet emerging needs.
- Deliver presentations and briefings to raise awareness of the service and support continuous service development.
- Meet individual and team performance targets, working collaboratively within a multi-agency approach to improve health outcomes and reduce health inequalities.
- Provide non-judgemental support, respecting diversity and lifestyle choices, and fostering trust within a short period.
- Carry out practical support tasks such as light domestic duties, meal preparation, and moving obstacles to reduce falls and injury risks for recently discharged individuals.
- Handle clients' money for small tasks such as shopping and prescription collection where required.
- Maintain professional boundaries, adhere to safeguarding policies, and follow all organisational policies and procedures related to health, safety, and risk management.
- Attend team meetings, training sessions, and development forums, identifying personal training needs and participating in learning opportunities.
- Represent the organisation professionally at all times and contribute to its ongoing development.
- Carry out any other duties that fall within the scope of the role as required.

## **Person Specification**

1. Experience of working directly in a people-facing role in community development, adult health and social care, public health, health improvement, learning support, or the voluntary sector.

2. Understanding of health and social care challenges, including health inequalities and the wider determinants of health such as social, economic, and environmental factors.
3. Experience of partnership working, building relationships across organisations, and collaborating to enable holistic interventions.
4. Ability to engage with individuals in a way that inspires trust and confidence in a short period of time.
5. Experience of working within a safeguarding framework, with the ability to assess and manage risk.
6. Strong problem-solving skills, with the ability to grasp new concepts quickly, think creatively, and take proactive action.
7. Ability to hold and manage difficult conversations, positively influencing other professionals and advocating for individuals.
8. Strong IT skills, including proficiency in Microsoft Office, Google Suite, and research tools to navigate information systems and databases.
9. Knowledge and understanding of data collection, impact measurement, and continuous learning to shape service improvements.
10. Ability to prioritise competing demands in a fast-paced, evolving environment, demonstrating personal accountability and high standards of work.
11. Strong verbal and written communication skills, with the ability to convey information clearly to a range of audiences.
12. Access to own transport and willingness to travel across North Lincolnshire, meeting people in their own homes and in the community (full driving licence required).

# Terms and conditions

## 1. Proficient salary

Trainee - £27,836 (per annum)

Proficient Salary - £30,007 (per annum)

## 2. Contract type

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 January to 31st December, 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 time - 36.25 hours per week. We are open to job shares for candidates who want to work part time.

### 14. 4 Day Working Week

Citizens Advice North Lincolnshire operates a 4 Day Working Week model as part of our organisational approach to supporting wellbeing, retention and productivity.

Under this model, staff work **80% of their contracted hours while maintaining 100% of pay and 100% of expected productivity and outcomes**. The focus is on delivering high-quality work within a reduced working week, supported by effective ways of working and strong team collaboration.

Participation in the 4 Day Working Week is not a contractual entitlement. The successful candidate will be eligible to opt into the 4 Day Working Week following successful completion of their probationary period, subject to meeting required standards of performance, contribution and service delivery.

The 4 Day Working Week operates within an organisational framework to ensure service delivery, team capacity and organisational priorities are maintained. Participation is therefore conditional and may be reviewed, amended or withdrawn in line with organisational needs.

# The recruitment process and how to apply

Please email your CV and cover letter alongside your answers to the below questions to [recruitment@citizensadvicenlincs.org.uk](mailto:recruitment@citizensadvicenlincs.org.uk)

1. Please tell us about your experience of working directly in a people-facing role in community development, adult health and social care, public health, health improvement, learning support, or the voluntary sector.
2. Please tell us about your experience of working within a safeguarding framework and ability to identify risks and assess/manage those risks when working with individuals.
3. Please tell us about your ability to engage people in a way that inspires trust and confidence in a short period of time.
4. Please tell us about your IT skills, including proficiency in Microsoft Office, Google Suite, and research tools to navigate information systems and databases.

**\*Please note** we will use the information you provide in your answers to these questions to decide whether or not to invite you to an interview. Please provide examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

The deadline for applications is **24 August 2026**

Interviews will be held week commencing **31 August 2026**

## 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.