

Connecting Officer Job Pack

hertshelp
call - online - email - text

**For when you need help or information
and don't know where to turn**

Call HertsHelp for signposting and referrals to local services including, wellbeing, financial, carers, living support and more.



Dear Applicant

Thank you for your interest in working for the HertsHelp Service, delivered by the Hertfordshire Advice Providers Partnership.

This job pack should give you everything you need to know to apply for this role and what it means to work with us.

In this pack you'll find:

- Information about HertsHelp
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

Want to chat about this role?

If you want to chat about the role further, contact recruitment@hertshelp.net to arrange an informal conversation

We look forward to hearing from you!

Giorgina Courtney
HertsHelp Service and Development Manager



We're here to listen and help you find independent support, guidance and information to get the most out of life.

HertsHelp is a phone, email, text and online service that helps the residents of Hertfordshire find the support they need to help with challenges they are facing. We're here to listen and help you find independent support, guidance and information to get the most out of life.

Services we can signpost to include

- Information and Advice
- Meals on Wheels
- Mental Health
- Money Advice and Support
- Welfare Assistance
- Social Care
- Help at Home
- Domestic Abuse Support
- Drugs and Alcohol Support
- Promoting Healthier and Happier Living



Connecting Officer

Reporting to:

Team Leader

Department:

HertsHelp

Salary:

£22,000 to £24,000 DOE

Hours:

30hrs pw (Part-Time Maternity Cover)

This is a 7-day week service and so weekends are worked via rota system covering 9 am to 5 pm weekdays and 10 am to 4 pm weekends. Occasional cover until 7 pm on Wednesdays.

Holidays:

28 days including bank holidays, pro rata.

Purpose of post

Purpose of the Job

Working within the aims, policies, and principles of the Citizens Advice Service, to support clients with a range of issues, providing information, signposting and referrals via telephone and email.

The successful candidate will complete necessary training to provide holistic information, signposting, and referrals on a range of issues.

Job Description | What you will be doing

Providing a high-quality information service to residents

- Interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- Respond to telephone enquiries/ community enquiries by allowing callers to clarify their information needs, meeting their needs, and advising on the use of information given.
- Use trusted resources to find, interpret and communicate the relevant information.
- Provide information on all main enquiry areas.
- Facilitate crisis support.
- Make signposts and referrals to any necessary agencies/partners to support residents to get the help they need.
- Ensure information is easily accessible to all residents.
- Coordinate the information, signposting, and referral systems in line with policy and working in partnership with colleagues.
- Help maintain the database about all subjects relevant to supporting residents with their enquiries.
- Ensure that all information given to enquirers is accurate, current and in a style which is accessible and usable to a wide range of people.
- Respond to written enquiries in an accurate and concise manner.
- Respect the confidentiality of clients and their rights to make their own decisions.
- Manage the computer/telephony systems in line with the requirements/policies.

- Maintain a monitoring service for the organisation by collecting statistical information about callers and enquiries to allow for development and evaluation of the service.
- Develop a fully integrated internal information system to ensure staff and volunteers are fully aware of material available and how to access it.
- Work with other members of staff to identify the information/signposting/referral needs of the residents and how to improve the availability of this material.
- Become familiar with, and utilise, all the resources available from trusted sources.
- Undertake specific short-term projects as identified e.g., government initiatives, local events, or issues.
- Carry out other relevant work as agreed with the line manager.
- Ensure that all work conforms to the organisation's office manual / Service Delivery Manual and the Advice Quality standard.
- Maintain accurate, detailed records for the purpose of continuity of service, information retrieval, statistical monitoring, and report preparation.

Job Description | What you will be doing

Administration

- Ensure that all work conforms to the organisation's office manual / Service Delivery Manual and the Advice Quality standard.
- Maintain accurate, detailed records for the purpose of continuity of service, information retrieval, statistical monitoring, and report preparation.
- Use IT for statistical recording, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.

Training & professional development

- Successfully complete mandatory induction training.
- Successfully complete all training relevant to carrying out your role.
- Attend learning events and carry out learning activities in line with continuing professional development requirements.
- Keep up to date with legislation, policies and procedures relating to successful delivery of the service and attend appropriate training.

Public Relations

- Maintain close liaison with relevant external agencies.
- Liaise with statutory and non-statutory organisations and uphold the values, aims and objectives of the service.
- Liaise with other voluntary, and statutory organisations, to help provide a comprehensive information signposting and referral service for the community.

Other duties/ responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of Citizens Advice Stevenage.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification | What you need to do this job

- Organisational skills, with the ability to manage a workload and prioritise tasks, working to deadlines using own initiative. Taking an ordered approach to workload. An ability and willingness to follow and develop agreed procedures.
- Knowledge and experience of providing information/support to people to help them.
- Communication skills. The ability to communicate effectively, both orally and in writing, both with your colleagues and with a particular emphasis on sensitively and effectively interviewing clients.
- Ability to build rapport with clients and provide non-judgemental information, signposting, and onward referrals.
- Writing skills with particular emphasis on recording case notes, summarising support given to clients and corresponding with third parties on behalf of our clients.
- Ability to use IT systems in the provision of information/signposting/referral and crisis support and the preparation of case records and reports.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability and willingness to work as part of a team.
- Ability to monitor and maintain own standards.
- A commitment to continuous professional development.
- Understanding of and commitment to the aims and principles of Citizens Advice Stevenage and its equality and diversity policies.
- Willingness to commit to a high level of training. Identify own training needs and participate in continued personal development opportunities.
- Able to adapt to meet the needs of the service

Application Process

To apply please send your CV and concise supporting statement which includes examples and evidence demonstrating why you are suitable for this role, we recommend using the person specification as a guide. If you do not complete a supporting statement, your application may be rejected.

Clearly state your address, e-mail address, telephone number and whether you have a driving licence and whether you own a vehicle.

Applications should be submitted to recruitment@hertshelp.net

We are an equal-opportunity employer. If you have any requirements (e.g., for attending an interview) please note these clearly in your letter.

Interview Process

The closing date is: 16/02/2025

Shortlisted candidates will be contacted by telephone, so please give a daytime telephone number or somewhere we can leave a message to arrange an interview.

Offers made are subject to 2 satisfactory references

Guidance notes for applicants

Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. 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 Stevenage does not hold a sponsor license 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. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Stevenage 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 Stevenage – 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.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work. The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Addressing each point of the person specification

This is a key section of the application which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose 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. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:**Specific – give a specific example****Task – briefly describe the task/objective/problem****Action – tell us what you did****Results – describe what results were achieved**

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.