Citizens Advice Darlington, Redcar & Cleveland

Job Title:	Outreach Adviser (Schools) **4 posts available**
Salary:	£28,403 per annum
Hours of work:	37 hours per week (Part time can be considered)
Contract term:	Permanent
Location:	Darlington

Do you want to change lives for the better - every single day?

Are you passionate about empowering families to improve their situations and reach their goals and aspirations?

If so, Citizens Advice Darlington, Redcar and Cleveland are recruiting for a hugely impactful new role that could be your perfect next step.

We're looking for four Outreach Advisers (Schools) to join our team on an exciting new project, based in Darlington. This is not just a job - it's an opportunity to be a vital part of a family's journey to stability, hope, and freedom.

We want people who are passionate about giving an effective advice service in the community to local residents. You will need to demonstrate that you can engage skilfully with clients who are vulnerable, distressed and have complex advice needs.

You will be a highly motivated and strong team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity; have good numeracy skills sufficient to compile accurate financial statements and calculate benefits and have effective oral and written communication skills for the purposes of completing applications, negotiation and reporting.

You will be experienced in building strong working relationships within the community and with other local organisations, including enthusiastically promoting and delivering this new project to ensure its success and development.

This is a new role offering the opportunity for you to develop a new outreach advice service and make a positive and enduring impact on families in Darlington.

This role is about impact - real, meaningful, measurable impact on people's lives. You'll see the difference you make in reduced stress, renewed confidence, and financial stability.

What you'll need:

- A deep sense of empathy and compassion
- Strong numeracy and writing skills
- Excellent attention to detail
- The ability to communicate clearly and manage your time effectively
- Experience in providing generalist advice across all enquiry areas
- The drive to make a difference in people's lives

We will provide you with extensive training and development, helping you grow in confidence and capability as you deliver first-class advice that really matters.

Closing Date: Friday 11th September at 4.30 PM

This role is subject to an enhanced DBS check.

For an application pack email **admin.desk@citizensadvicedrc.org.uk** (CV's are not accepted).

If you would like an informal discussion regarding this role please contact Michelle Stobart, Head of Service Development at michelle.stobart@citizensadvicedrc.org.uk

We are a proudly inclusive organisation - diverse voices and experiences make us stronger.