

Community Navigator

Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. 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 Sandwell & Walsall.

Want to chat about this role?

If you would like to chat about this role further, you can contact us at:
staffrecruitment@citizensadvice-sandwell-walsall.org

How to apply?

If you are interested in this opportunity, please submit:

- An up to date CV and
- A covering letter (maximum two A4 pages explaining how your skills, knowledge and experience meet the requirements of the person specification)

Please ensure your covering letter provides clear examples of how you meet the essential criteria outlined in the person specification. Shortlisting will be based on the information provided in applicants CV and covering letter.

Who We Are

At Citizens Advice Sandwell & Walsall, we are proud to be The **People's Champion**. Every day we stand alongside people in our communities, providing free, confidential and impartial advice that helps people understand their rights, overcome challenges and build a better future.

Our work is driven by a simple purpose: to make a positive difference to the lives of the people we serve. Whether we're supporting someone with debt, housing, benefits, employment or consumer issues, we are committed to delivering a service that is compassionate, professional and accessible to everyone.

Everything we do is guided by **Our Roots**, these are our values that shape our culture, our decisions and the way we work together.



TRUST

We build confidence through honesty, integrity and reliability



INCLUSIVE

We welcome, value and support everyone, embracing diversity and ensuring every voice is heard



RESPECTFUL

We treat everyone with kindness, dignity and understanding, recognising the value of every individual.



EMPOWERING

We enable people to make informed decisions, develop their confidence and achieve positive outcomes.



EVOLVING

We are committed to learning, improving and embracing change so we can continue to meet the needs of our communities.



Putting **Our Roots** into action

Our Roots are more than just values, they are the foundation of who we are. They guide how we support our clients, collaborate with colleagues and build strong partnerships across our communities.

If you share our passion for helping others and want to be part of a team that lives its values every day, we'd love to welcome you to Citizens Advice Sandwell & Walsall.

Our Vision

To help create a society where people face fewer problems and everyone has the knowledge, confidence and support they need to move forward.

As **The People's Champions**, we are committed to empowering individuals, strengthening our communities and using our insight to influence positive change. Every day, we work to ensure that everyone can access free, confidential, independent and impartial advice when they need it most.

Our Organisation and Services

Citizens Advice Sandwell & Walsall is one of the largest local Citizens Advice within the West Midlands Combined Authority. We support over **18,000 residents each year**, helping people resolve more than **65,000 issues**, and secure over **£12 million in confirmed gains**.

Our organisation employs **72 paid colleagues** and is supported by **40 dedicated volunteers** who are committed to making a real difference within our communities. We are anticipating our FTE will be **95** moving into 2027/2028 Financial Year. **This would be a 45% increase in 2 years.**

Our four key service areas are **Debt, Welfare Benefits, Employability and Quality**. Alongside these, we deliver a wide range of specialist services including housing advice, energy advice, energy debt support and generalist advice. **Debt is our largest area of delivery**, with a team of over 20 colleagues supporting clients with a broad range of debt and financial capability needs.

Quality sits at the heart of everything we do. We have an in-house Quality Team that provides case checking, coaching, technical guidance and training, ensuring colleagues are supported to deliver consistently high standards of advice and excellent customer outcomes.

We provide flexible, accessible services through a **multi-channel delivery model**, enabling residents to access support face-to-face, by telephone, online and via video appointments, ensuring our services remain inclusive and responsive to client needs. We still have our doors open to residents every day.

Over the last 18 months, we have experienced significant growth, **securing more than £1 million** of additional funding to expand our services and reach more communities. This growth is set to continue as we lead several regional opportunities that will transform both the scale of our organisation and the way we deliver services. We are also working with our local partners in Sandwell and Walsall on opportunities which will strengthen our offer to residents focusing on resilience. As we enter this next phase, our focus is on strengthening operational delivery, embedding robust contract management, implementing technology to gain efficiencies and creating a future-ready operating model capable of supporting sustainable growth.

Our colleagues are central to our success. We are committed to creating a positive, inclusive and engaging workplace where people can thrive. In our **2025 People Survey**, **over 90% of colleagues** would recommend us as a great place to work. From the 2025 Survey, a colleague lead forum, **Our CA, Our SAY** has been set up which allows everyone the opportunity to influence organisational decisions, share ideas and help shape the future of Citizens Advice Sandwell & Walsall. We have invested over **£60,000** in the last year in a Technology upgrade to support the wellbeing of our colleagues so that they have the tools they need to do their role effectively. We want to build on this as we move forward with AI and other emerging technologies to support the overall wellbeing of our people so they can spend more time supporting their clients.

This is an exciting time to join the organisation. As we continue to grow, innovate and transform, you will play a key role in helping us deliver our vision of being The People's Champion, providing advice and support that empowers our communities to thrive.



The role

Hours	37 hours
Salary	£25,504.50
Contract	x 4 Fixed term until 31st December 2027 <i>This is a fixed-term contract with the potential to become permanent, subject to the availability of ongoing funding and business requirements.</i>
Location	Sandwell and Walsall
Closing Date	24th August 2026 at 11:59pm
Interview Date	3rd September 2026

Job Purpose:

To provide high-quality, person-centred, non-clinical support to individuals affected by gaming and gambling related harms.

The postholder will work alongside specialist treatment providers, supporting clients to address the wider social, financial and personal issues associated with gaming and gambling addiction. The role will focus on helping clients improve their wellbeing, increase independence and access appropriate services.

Working within Citizens Advice Sandwell & Walsall, the postholder will make full use of the organisation's advice services, including debt, welfare benefits, housing, employment and energy advice, ensuring clients receive holistic support tailored to their individual needs.

Key Responsibilities

Client Support

- Provide person-centred, non-clinical support to individuals affected by gaming and gambling harms.
- Build positive, professional relationships that encourage engagement and promote positive outcomes.
- Carry out holistic assessments to identify clients' wider support needs.

- Develop, implement and review individual support plans with clients.
- Support clients to identify and achieve realistic personal goals.
- Encourage independence, resilience and self-management.

Advice, Advocacy and Referrals

- Identify issues relating to debt, benefits, housing, employment, financial hardship, family relationships and wellbeing.
- Refer and support clients to access Citizens Advice specialist services.
- Signpost and refer clients to external agencies including health services, community organisations and specialist support providers.
- Advocate on behalf of clients where appropriate.
- Support clients to attend appointments where required.

Partnership Working

- Work collaboratively with partners, treatment providers and other voluntary and statutory organisations.
- Attend multi-agency meetings where appropriate.
- Develop effective working relationships with local organisations to improve client outcomes.

Case Management

- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Record outcomes and monitor progress against agreed objectives.
- Manage an allocated caseload effectively.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard and funding requirements

Safeguarding

- Identify safeguarding concerns and take appropriate action in accordance with organisational policies.
- Promote the welfare of vulnerable adults and young people.
- Maintain professional boundaries at all times.

Service Development

- Contribute to the promotion of the service within local communities.
- Support engagement activities and awareness events.
- Contribute to service monitoring, reporting and continuous improvement.
- Undertake any other duties appropriate to the role.

Learning, Development and Training

- Keep up to date with legislation, case law, policies and procedures relating to the role and service needs
- To keep up to date with the company's mandatory training requirements keeping own CPD up to date as required
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings and forums as appropriate.
- Assist with Service initiatives for the improvement of services.

Other duties and responsibilities

- Carry out tasks that may be asked of you by your line manager to ensure the effective delivery and development of the service needs.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Occasional evening and weekend availability will be required.
- Understanding of and commitment to the aims and principles of the CAS&W service including our Roots values as well as our equality and diversity policies

Other such duties may be required from time to time due to business needs, which are consistent with the Job Purpose.



Person specification

	Essential	Method of assessment
Experience	• Experience of working with vulnerable client groups • Experience of recording detailed and accurate information • Experience of working in a community, voluntary, health or advice setting. • Experience of IT systems and packages • Experience of working with vulnerable adults or people with complex needs. • Experience of working collaboratively across different teams • Experience of managing a case load • Demonstrable experience of effective time management, with the ability to prioritise workload, manage competing demands, and consistently work to deadlines.	A/I
Knowledge	• Ability to commit to and work within the aims, principles and policies of the Citizens Advice service • Ability to assess client needs and deliver tailored advice effectively • Experience in recording and monitoring casework outcomes accurately • Ability to work collaboratively within a team and with external organisations • Competency in using IT systems and databases to record and manage casework • A good up to date understanding of equality and diversity and its application to the provision of advice	A/I

Skills	• Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients • Sensitivity and empathy towards clients in vulnerable situations • Strong communication skills, both verbal and written, with the ability to explain information clearly • The ability to interpret information and present options to clients • Ability and willingness to work as part of a team	A/I
Qualities	• Dedicated and motivated to work with members of the community • Have an empowering and encouraging approach • Ability to respond positively to feedback and to modify performance if required • Be open, trustworthy and willing to explore new ways of working • Ability to work flexible hours as required	A/I
Learning	• A commitment to continuous professional development, including a willingness to develop knowledge and skills • Keep up to date with current research and national developments and how this may affect the service user • Attend team meetings, supervision and training when required.	A/I



What We Offer Our Colleagues

At Citizens Advice Sandwell & Walsall, we know that our colleagues are at the heart of everything we do. That's why we're committed to creating a supportive, inclusive workplace where you can thrive, grow and make a meaningful difference every day.

As **The People's Champions**, we believe in recognising and rewarding the dedication of our colleagues. From generous annual leave and flexible working to wellbeing support and professional development, we offer a range of benefits designed to support you both in and outside of work.

Our Benefits

- **Generous Annual Leave** – Enjoy 26 days' annual leave plus bank holidays. Your entitlement increases to 31 days after five years' service and 33 days after ten years' service.
- **Flexible Working** – We recognise the importance of work-life balance and offer flexible working arrangements where business needs allow.
- **Competitive Pension Scheme** – Helping you build a secure future.
- **Paid Volunteering Day** – One fully paid day each year to volunteer for a cause that matters to you.
- **Blue Light Card** – All paid colleagues are eligible to apply for a Blue Light Card, giving access to discounts on shopping, dining, travel, entertainment and much more.
- **Annual Pay Review** – We review pay annually to help ensure it remains fair and competitive.
- **Health & Wellbeing Support** – Access to our Employee Assistance Programme (EAP), providing free and confidential advice and support.
- **Learning & Development** – We invest in your future through training opportunities, professional qualifications and ongoing personal development.

Supporting Every Colleague

We're committed to creating a workplace where everyone feels respected, valued and supported. Our inclusive policies help colleagues through different stages of life and reflect our commitment to equality, diversity and inclusion.

- **Carers' Policy** – Up to three days' paid carers' leave and five days' unpaid carers' leave within a 12-month period.
- **Menopause Policy** – Providing guidance, understanding and practical support for colleagues experiencing menopause.
- **Trans Inclusion Policy** – Creating an inclusive workplace where colleagues of all gender identities feel safe, respected and empowered to be themselves.

How to apply?

If you are interested in this opportunity, please submit:

- An up-to-date CV and
- A covering letter (maximum two A4 pages) explaining how your skills, knowledge and experience meet the requirements of the Person Specification and why you are suitable for the role.

Please ensure your covering letter provides clear examples of how you meet the essential criteria outlined in the Person Specification. Shortlisting will be based on the information provided in your CV and covering letter.

If you require any adjustments or support to help you with your application, please don't hesitate to contact us at 07483368469 or via email at: staffrecruitment@citizensadvicesandwell-walsall.org

Applicants must have the legal right to work in the UK. As part of our recruitment process, you will be required to provide evidence of your right to work before employment can commence. Please note that proof of eligibility will be requested at the interview stage.

Wishing you all the best with your application!