## CITIZENS ADVICE SCOTLAND

## JOB DESCRIPTION

### JOB DETAILS

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| Job Title | Caseworker  |
| Section | Extra Help Unit (EHU) |
| Location | Glasgow |
| Reports To | EHU Team Manager |
| Work Pattern | Full-time – 36 hours a week |
| Status | Permanent |
| Date | January 2015 |

### BACKGROUND

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| General | The purpose of this role is to investigate energy and post complaints on behalf of vulnerable domestic consumers and micro-businesses across Great Britain. This role delivers the Citizens Advice statutory duty to deal with cases where a consumer’s energy supply has been disconnected or is at risk of imminent disconnection. |
| Staff | No staff management responsibility.  |
| Budget | No budget responsibility |

### JOB PURPOSE

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| The key accountable outcomes for this role are:* To resolve complaints and achieve the best possible outcome for consumers
* To establish effective working relationships with energy and postal companies to maximise efficiency and scope for negotiation on behalf of consumers.
* To challenge companies who have not acted within legislation, licence conditions, codes of practice, company policy etc.
* To refer complaints to other agencies where appropriate and ensure vulnerable consumers are aware of services and organisations that may be able to assist them.
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### KEY ACCOUNTABILITIES

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| 1. Receiving and taking all necessary action to resolve queries/complaints from gas, electricity and postal consumers referred to the EHU by letter/email or telephone and ensuring that consumer is given an efficient, courteous and informative service
2. Answering consumer’s enquiries by reference to legislation, regulations, internal information and working knowledge of the energy and postal industries.
3. Receiving and inputting on a database all information related to the consumer, along with advice given/outcome achieved so that up-to-date records exist.
4. Establishing full details of consumer’s vulnerability, ensuring service provider takes their needs into consideration when resolving complaints.
5. Determining and allocating appropriate categorisation to complaints and enquiries.
6. Complying with the Extra Help Unit Key Performance Indicators
7. Signposting consumers to, or provide them with relevant leaflets, publications and information sheets to support query resolution.
8. Participating in exhibitions and road shows in order to disseminate information to the public
9. Helping to educate staff in gas, electricity and postal companies and stakeholders in the role of the EHU, its policy and working practices and relevant campaigns as they are launched
10. Directing consumers who need debt counselling or other specialist advice to local citizens advice bureaux and other agencies.
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## PERSON SPECIFICATION

### Essential Knowledge and Experience

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| 1. Good awareness of consumer issues
2. Previous experience in telephony and dealing with complaints issues over the phone
3. Excellent verbal and written communication skills
4. Ability to quickly understand issues and what is required to achieve the best outcome for the consumer
5. ability to communicate complex issues in a clear and accessible manner
6. Ability to plan and organise multiple work demands and meet deadlines
7. Ability to maintain databases and processes to ensure effective systems of monitoring advice and outcomes
8. Accuracy and attention to detail
9. Ability to operate as a team player and communicate constructively with colleagues
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