**Airdrie Citizens Advice Bureau**

**Person Specification – Family Advice Worker**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Good standard of general education. | Evidence of vocational training/qualification  Relevant ICT qualification  DAS Approval |
| **Experience** | Knowledge and experience of debt advice and financial education/money management  Good awareness and understanding of how rights and advice issues impact on the local communities  Relevant experience in IT systems development and maintenance  Experience of partnership working in the voluntary and statutory sectors  Experience in managing or supervising others | Experience of working in the advice sector  Experience of case recording systems  Financial skills  Supervisory experience  Working knowledge of Kinship Care and respective issues |
| **Skills, knowledge and attributes** | Working knowledge of welfare benefits and better off calculations.  Effective oral communication skills with particular emphasis on negotiating and representing.  Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.  Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.  Understand the issues involved in interviewing clients.  Numerate to the level required in the tasks.  Ability to prioritise own work, meet deadlines and manage caseload.  Ability to use IT in the provision of advice and the preparation of reports and submissions.  Attention to detail. | Awareness of the social needs of local communities and services provided by the voluntary sector |
| **Values and Attitudes** | An innovator who likes the challenge of developing and implementing new approaches  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.  Demonstrate understanding of social trends and their implications for clients and service provision.  Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.  Commitment to voluntarism.  Commitment to quality customer care | Proven ability to work within a community development or volunteer setting.  Experience of implementing equal opportunities policies and practices. |
| **Other** | Willing to be flexible and adaptable in meeting the needs of the service  Able to work on own initiative |  |