

**PLEASE ENSURE THAT ON YOUR APPLICATION YOU SHOW
HOW YOU MEET THE REQUIREMENTS OF THE KEY WORK
AREAS AND PERSON SPECIFICATION**

**Generalist Adviser Outreach Worker
Job Description and Person Specification**

Key work areas and tasks:

Advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice Information System to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the bureau's Office Manual and Quality Standards at the appropriate level.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Social policy

- Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to social policy options.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

Administration

- Use IT for statistical recording, record keeping and document production.
- Ensure that all work conforms to the bureau's systems and procedures.
- Provide statistical information on the number of clients and nature of cases.

Other duties and 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 the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
- Experience of giving advice on Welfare Rights, Housing, Employment and Money Advice Issues.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Effective written and oral communication skills with particular emphasis on negotiating.
- Understanding of the issues involved in interviewing clients.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Ability to use IT in the provision of advice.
- Flexibility and willingness to work as part of a team.
- Willingness to learn and develop skills in advice topics.
- Ability to research, analyse and interpret complex information.
- Numeracy skills required to understand statistics and check calculations.