**BRIDGETON CITIZENS ADVICE BUREAU**

**SUPPORT WORKER**

**JOB DESCRIPTION**

**Employer: Bridgeton Citizens Advice Bureau**

**Responsible to: Manager**

**Salary: £18586**

**Working Hours:** **28 hours per week**

**Contract Term: Fixed Term to 31st March 2015**

**Summary of Remit:**

To advise clients, provide support for caseworkers, supervision & support for volunteer advisers, and to ensure that high quality advice, information and assistance is provided to clients in all areas of advice.

**Main Responsibilities**

* advise clients in all areas of general advice in person
* provide support and supervision to volunteer advisers, during advice sessions
* assist clients to complete official forms and applications
* provide constructive feedback to volunteer advisers to ensure continuous improvement of quality
* assist in the identification of training & development needs of volunteer advisers and provide training to advisers if necessary
* undertake follow up work on client cases in relation to all areas of advice
* ensure that the Bureau’s systems are well maintained, for case recording, statistics, follow up work and quality control
* ensure that all bureau processes are followed correctly and ensure files are easily tracked and located

**General Responsibilities**

* maintain up to date knowledge in relevant areas of advice, including changes to legislation and processes
* To maintain accurate records of all advice and casework, and where appropriate ensure the same for all outreach advisers through adequate case record monitoring
* identify own training and development needs
* work co-operatively with other agencies within Glasgow to improve the provision, standard and accessibility of advice
* To keep records of benefit income raised, levels of indebtedness and other statistics for both the CAB service and project reporting
* To contribute to the bureau’s social policy work ensuring that issues affecting outreach areas are taken up locally, regionally and nationally
* To carry out other duties and responsibilities that may be reasonably determined by the bureau manager and Management Committee.
* undertake any other duties and responsibilities which may reasonably be determined by the Manager

**Person Specification – Support Worker**

|  |  |  |
| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Experience** | * Preparation and presentation of casework * Experience of supporting staff * Experience of conducting negotiations in a non-confrontational manner * Writing formal letters and preparing reports, plans and proposals * Experience in giving advice on a range of subjects to members of the public | * Experience in working with volunteers * Experience of delivering training sessions * Experience of delivering presentations |
| **Skills and attributes** | * Ability to communicate and establish good relationships with a range of people. * Ability to work without close supervision, prioritise own work and meet deadlines * Ability to deal with difficult situations in a calm, effective non-confrontational manner * Ability to communicate effectively, both orally and in writing * Ability to navigate, work within and adhere to a defined procedure * Ability to gather and accurately record statistics | * Ability to work as part of a team and on own initiative * Understanding of the needs of people who may be vulnerable, distressed or under stress * Ability to promote the service to different groups of people |

|  |  |  |
| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Knowledge** | * A working knowledge of email, the internet and Microsoft software * A knowledge of welfare benefits |  |
| **Values and attitudes** | * An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of the Bureau. |  |
| **Other** | * A willingness to identify and undertake relevant training in collaboration with the Bureau Manager. * Ability to work flexibly and to travel to a variety of locations within the area and carry out home visits, as required. |  |