**Clydesdale Citizens Advice Bureau **

**Outreach Worker**

Fixed term until end of March 2020

**Background**

Our Bureau provides confidential, free, independent and impartial advice to those who live and work in the Clydesdale area. We offer generalist advice on issues in areas such as Benefits, Consumer Matters, Council Tax, Employment, Utilities, Family and Personal Matters, Housing and Debt. Our specialist services offer counselling and representation with regard to debt, benefits, pensions, issues with the NHS and services for Money Advice and for members (and ex-members) of the Armed Services and their families.

Advisers not only offer advice but also negotiate and act on behalf of clients. All advisers are trained to Citizens Advice Scotland standards.

The Bureau provides a service to the people of Clydesdale through its office in Lanark and through outreach provision in a number of outlying areas.

Advice is based on an electronic information system provided by Citizens Advice Scotland of which the Bureau is a member.

The Bureau has a Manager, four paid posts and a team of volunteers. All staff of the Bureau and its Board of Directors place great value on the teamwork, which is a noteworthy characteristic of it. Core funding is provided by South Lanarkshire Council.

**Remit**

Under the direction of our Manager, to provide a holistic CAB advice service at various outreach venues in the Clydesdale area. A driving licence and car is essential.

To interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and assist/ empower them. Use the Citizens Advice Information System to find, interpret and communicate the relevant advice and options available to the client. Act for the client where necessary by calculating, negotiating by telephone or writing letters on behalf of the client. Negotiate with third parties such as statutory and non-statutory bodies, 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.

**Person specification**

Essential for appointment and holding of the post

* Friendly and approachable manner and ability to support and show respect for all clients, regardless of their circumstances or reasons for seeking advice.
* Agreement to observe the strictest level of confidentiality on all matters relating to clients.
* Ability to manage workload to accommodate variation in demand for service and in resources available.
* Maintain expertise in relevant legislation e.g. welfare rights, debt and bankruptcy.
* Undertake detailed casework.
* Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously.
* Excellent administrative and organisational skills and a demonstrated ability to work within systems and follow procedures.
* Ability to communicate skilfully in conversation, by telephone and in writing with clients and acting on behalf of clients.
* Commitment to work in partnership with our advisers, specialist advisers and other colleagues in the efficient and effective delivery of our specialist services.
* Commitment to teamwork and able to foster it and contribute to it.
* Commitment to increase personal knowledge and skills through undertaking training.
* Ability to use computers and computer-based information systems in support of the role and the work of the Bureau.
* Ability to develop skills and knowledge of self and colleagues in support of the project.
* Attend team/staff meetings as required.
* Establish/improve liaison with other agencies, community groups.
* Undertake other tasks as may reasonably be requested.
* A full driving license and record that will not lead to an insurance premium supplement.
* Effective written and oral communication skills.
* Flexibility and willingness to work as part of a team.

Highly Desired

* An understanding of and commitment to the aim and principles of the CAB service and its equal opportunity policies.
* Experience of giving advice on Welfare Rights, Housing, Employment and Money Advice Issues.
* Skilled in word processing and in the use of databases and computer-based information systems Experience of working with volunteers.
* Experience of providing a service to clients.
* Ability to monitor and maintain own standards.
* Ability to use IT in the provision of advice.
* 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.

Social Policy

* Assist with social policy work by providing information about clients’ circumstances through the appropriate channel.
* Alert clients to social policy options.
* Understanding of the issues affecting society and their implications for client and service provisions.

**Employment conditions**

**Location**

The post will be based at various outreach areas within the Clydesdale area.

**Salary**

£14851 per annum for a 28-hour week, over 4 days.

**Holidays and Sick Pay**

28 days pro rata plus bank holidays

Statutory Sick Pay.

**Michelle Mair**

**Manager**