**ABERDEEN CITIZENS ADVICE BUREAU**

**Job Description**

Job Title: Employment Advice Worker

Responsible to: Manager

Responsible for: Nil Paid staff, 1 volunteer

Occasional supervisory responsibility for paid and volunteer staff in the absence of the Manager and Assistant Manager

**Main purpose of job:** Provision of an efficient and effective Tribunal representation and support service to clients of Aberdeen CAB.

**Key Tasks**

* Provide face-to-face and telephone information and advice to clients of the bureau with employment related issues
* Representation at Tribunals including preparation of cases and submissions
* Volunteer support for employment issues and other issues as required
* Negotiating and advocating with other agencies on the client’s behalf
* Case assessment and administration for Employment Tribunals including updating the database, producing letters, updating statistics and producing reports
* Case recording of all client contacts on CASTLE (Bureau’s Case Management System)
* Training, both specialist and general in employment law
* Ensuring social policy issues relating to employment and/or benefits issues are reported to CAS and local elected members as necessary
* Attend staff meetings
* Take equal share of bureau closing procedures
* Attend supervision sessions
* Attend annual appraisal
* Undertake any other reasonable duties as requested by the Bureau Manager

**Person Specification**

**Tribunal Support Worker**

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|  | Essential | Desirable |
| Qualifications and Experience | Considerable experience in the advice field  Delivery of training to adults with varying levels of ability  Experience of preparing cases and representing clients at:  Employment Tribunals,  Benefits Appeal Tribunals,  Small Claims Court or similar representation  Experience in carrying and managing a complex caseload | Degree level or equivalent qualification  Supervision and support of both paid and unpaid staff  Experience in the design of training materials and information items |
| Skills and Attributes | Ability to conduct detailed negotiations in situations ranging from advocacy on behalf of clients to co-ordination with other organisations  Ability to make oral presentations in a range of formal situations  Ability to work under pressure and prioritise competing demands on time and attention  Good IT skills  Awareness of social policy issues  Ability to understand and interpret complex legislation and tribunal decisions | Understanding of the main principals and methods of statistical gathering and service evaluation  Knowledge of word processing, managing databases and use of spreadsheets |
| Values and Attitudes | Commitment to team working and ability to take responsibility for other functions within the workplace  Able to demonstrate an understanding of and support for the principle of volunteering  Commitment to equality of opportunity in service provision and to the policies, practices and principles of CAB movement |  |
| Knowledge | Working knowledge of the statutory and voluntary agencies in the area  A good working knowledge of current welfare rights and employment issues, procedures and legislation | Experience of report writing |

**Aberdeen Citizens Advice Bureau, SC009674 – a Registered Scottish Charity**