**JOB** **DESCRIPTION**

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| **Job** **Title** | **Frontline Relief Adviser SCQF 6/7** |
| **Reporting** **To** | **Frontline Co-ordinator** |
| **Overview** | As a Frontline Relief Adviser you will provide advice and support to clients and other service users across 15 areas of advice, primarily by telephone but also face to face in various CARF frontline offices, where you will be required to support volunteers. You may also be required to provide advice via webchat and video-conferencing.  You will be expected to keep your skills, knowledge and experience up-to-date in all key areas of service delivery and advice to allow you to undertake quality of advice checks as well as provide the highest possible service to clients of CARF. |
| **Purpose** **of** **Job** | To provide advice and support to clients and other service users on a wide range of topics including welfare benefit entitlement, via various methods of communication including telephone and in CARF frontline offices.  To support, and assist, volunteers, employment trainees and placements.  To maintain up-to-date skills, knowledge and experience in all key areas of advice and service delivery while also dealing with complex enquiries and surges in demand.  To undertake quality advice checks on volunteers and across your peer group.  To contribute to operational improvements alongside the Frontline Co-ordinator. |
| **Scope** **of** **Work** | To deliver the service across varying locations and platforms while establishing effective working relationships with appropriate individuals across CARF  Ensure onward referral for cases requiring specialist support e.g. debt, representation etc.  To make and co-ordinate appointments on behalf of clients and other staff.  To contribute to the development of, preparation and delivery of, training for staff, including volunteers and for other external agencies.  Act as a role model for CARF’s values and actively demonstrate the elements of CARF’s STARS framework.  Undertake any other duties that may be required. |
| **Degree** **of** **Autonomy** | Work with clients to assist in resolving enquiries at first stage or where more complex refer to more specialist services, as appropriate.  Take ownership of the day to day delivery of the role including undertaking using various communication methods, as appropriate and subject to any Covid restrictions.  Develop effective working relationships with appropriate organisations and individuals.  To take individual responsibility for all aspects of service delivery within the remit, including quality and performance recording and monitoring, to ensure targets, outcomes and standards are met.  To identify areas of personal development and, alongside line manager, personal training needs as well as undertaking internal and external training courses, as appropriate.  Take ownership of the day-to-day management, maintenance and prioritising of own workload.  Create and deliver short presentations and talks for volunteer training and other relevant audiences, as necessary.  Attend, represent and act as an ambassador for CARF at various events, both locally and, on occasion, nationally, when required.  Identify and progress social policy issues relevant to the remit, and within current guidelines and processes. |
| **Processes** | Ensure accurate recording, processing and monitoring of client cases using relevant software in accordance with recognised good practice in the advice field and internal procedures.  Adhere to CARF’s recognised good practice and standard processes and procedures to ensure case compliance at all times. |
| **Quality** | Deliver the highest quality service by working within specified quality of advice and service standards.  Carry out quality of advice checks on volunteers and across your peer group.  Contribute to the development of quality processes and procedures associated with the role.  Ensure compliance with quality and statutory standards which requires maintaining a working knowledge of current local and national legislation, guidelines and key areas of advice. |

**PERSON** **SPECIFICATION**

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| **Knowledge** **&** **Understanding** | Evidence and/or qualifications at SCQF Level 6 or above.  Demonstrable understanding of the aims and principles of CARF/CAB.  An understanding of the differing needs of clients and differing nature of support required.  A sound working knowledge of social security benefits and entitlement, including Universal Credit.  Understanding the need to manage information in a sensitive and appropriate manner.  Understanding of social policy related work and how to apply this in a work environment. |
| **Communication,** **numeracy** **and** **ICT** **skills** | Excellent oral and written communication skills including the ability to communicate complex information in a clear and concise manner.  Effective interpersonal skills including experience of working with people with multiple and complex needs.  Demonstrable knowledge of Microsoft Office applications and a willingness to use a range of software applications on a daily basis.  Able to represent the organisation at events and meetings and publicise/market the service.  Able to work as a team player and communicate effectively with colleagues and managers. |
| **Generic** **Cognitive** **Skills** **e.g.** **evaluation** **&** **analysis** | Able to identify and resolve problems quickly and efficiently.  Good time management and organisational skills.  Self-motivated with a flexible approach to work. |
| **Autonomy and Accountability** | Able to work on own initiative, prioritise work and manage pressures from both internal and external to the organisation.  Assume ownership of the day-to-day delivery of the role. |
| **Applied** **Knowledge,** **Skills** **&** **Understanding** | Experience of working to agreed quality standards.  Awareness of the advice needs of the local community.  Flexible approach to tasks and a positive attitude.  Able to work within required statutory standards.  Clear understanding of the importance in service delivery.  Willingness to learn and develop new skills.  Awareness of current policy issues affecting communities and individuals in Fife.  Commitment to team working approach. |
| **Other** | Able to travel throughout the region |
| **Values** **&** **Attitudes** | An understanding of, and commitment to, equal opportunities and diversity.  Commitment to CARF’s **STARS** values and associated behaviours:  o **Skilful** – CARF staff and volunteers are valued for their expertise and encouraged to increase knowledge through continuous learning.  o **Trustworthy** – CARF staff and volunteers are treated, and act with, honesty, respect and dignity at all times.  o **Aspiring** – CARF staff and volunteers show a desire and determination to make themselves and CARF the best they/it can be.  o **Reliable** – CARF staff and volunteers consistently aim to deliver the highest possible service.  o **Supportive** – CARF staff and volunteers work as a team to provide encouragement and support to each other, and to those who use our services.  For more detailed information relating to our STARS values, please refer to the document ‘**An** **Introduction** **to** **the** **CARF** **STARS** **Framework.’** |