**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:**

To provide a high standard of holistic advice and support across various outreach locations in the west of Glasgow.

**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.
* To share evening and weekend operational hours on a rotational basis with other paid staff.
* 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**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Experience** | * A minimum of at least 1 year experience in working in the CAB service.
* Experience in giving advice on a range of subjects to members of the public covering Money, Housing, Social Security, Employment and Legal advice.
* Experience providing an advice triage assessment to clients accessing drop in clinics within a very tight schedule.
* A working knowledge of the procedures of the citizens advice
* Certificate of Money advice Service Quality framework(GGDA) to minimum of Advice level or equivalent
 | * Writing formal letters and preparing reports, plans and proposals
* Specialist experience in core CAB advice subjects
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| **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 network with other groups within the community
* Ability to gather and accurately record statistics
* Excellent organisational skills
* Ability to work under pressure
 | * 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 produce statistical and written reports to funders
* Ability to look at the development of services and implement improvements with minimal input
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| **Knowledge** | * An understanding of Castle case recording systems and procedures
* An understanding of the needs of the funders relating to clients, client profiles, recording of cases and financial gain.
 | * Knowledge of local voluntary organisations
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| **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.
 | * An understanding of the need for partnership working and a proactive approach to same.
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| **Other** | * A willingness to identify and undertake relevant training
* Ability to work flexibly and to travel to a variety of locations within the area
* Valid driving licence as some travelling within the bureau operating area may be required
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