**PENICUIK CITIZENS ADVICE BUREAU (CAB)**

**JOB TITLE: Holistic Outreach Worker**

**RESPONSIBLE TO:** ASSISTANT MANAGER

**RESPONSIBLE FOR:** The development and delivery of the AIM HI Income Maximization Project.

**SALARY:** AP3

**HOURS: 21 hours** per week

# DUTIES AND RESPONSIBILITIES:

To provide money and benefits advice, including income maximisation, budgeting advice, advice and assistance with multiple debt issues (including housing debt) and help and assistance with checking benefit entitlement, completing benefit applications and challenging benefit decisions up to and including representation at Tribunal. This will be delivered throughout Midlothian via Sure Start family centers.

General responsibilities:

* To run regular open door, confidential holistic advice sessions. Locations, number, duration and venue to be determined in consultation, both with the bureau manager and through liaison with local agencies and groups
* To arrange and deliver workshops and surgeries with other local organisations supporting target groups in venues they are familiar with.
* To develop innovative ways to engage with hard to reach groups.
* To follow up case work on complex cases covering welfare rights, debt, employment, housing and other issues
* To provide advocacy, representation, or referral to specialist staff or other agencies if appropriate.
* In co-operation with other bureau staff, to offer home visits to people who would otherwise have difficulty accessing the service due to health or caring issues.
* In co-operation with the CABx, Volunteer Midlothian, Surestart and other agencies to promote volunteering opportunities.
* Maintain expertise in relevant legislation e.g. welfare rights, debt and bankruptcy and identify any changes that would impact on users of the service and disseminate that information
* To participate in multi-agency forums and liaise with community groups, as appropriate.
* To maintain accurate records of all advice and casework.
* 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 which may be reasonably determined by the bureau manager and board of directors

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| PERSON SPECIFICATION: | | |
|  | ESSENTIAL | DESIRABLE |
| QUALIFICATIONS | * Good general education * Ability to type and use a computer * Evidence of competencies to achieve case worker/specialist accreditation under MASQF. | Working knowledge of CASTLE and the CASTLE Debt module.  Knowledge of Lisson Grove Benefit Programme. |
| EXPERIENCE | * Income maximization and money advice debt/counselling experience * Experience of completing benefit applications including Universal Credit. * Experience of undertaking “what if” benefit checks. * Experience in casework and case management in a busy environment * Work or voluntary experience in the advice sector * Experience in representation work * Experience of developing and delivering workshops. | Experience as a generalist CAB adviser (paid or unpaid)  Experience of project development work.  Experience of preparing reports, plans and proposals  Experience in the preparation and presentation of training courses. |
| SKILLS AND ATTRIBUTES | * Ability to manage a large caseload in a demanding and busy work place. * Ability to work without close supervision and prioritise work. * Ability to work in a crisis situation (such as evictions) and meet deadlines. * Ability to work within a team framework. * Ability to communicate effectively, both orally and in writing, with particular emphasis on negotiation and representation skills * Understanding of the main principles and methods of statistical gathering and service evaluation * Good interpersonal skills and client empathy. | Ability to work hours flexibly as required by the needs of the service  Ability to plan and introduce change as appropriate  Ability to support and motivate |
| KNOWLEDGE | * A sound working knowledge of welfare benefits and of the legal rights of debtors and creditors. * A knowledge of money advice strategies * A working knowledge of computers and related packages * An understanding of and commitment to aims, principles and policies of the service. |  |
| OTHER | * Responsible, reliable, good humoured and general good health. * Ability to work under pressure * A willingness to undertake training identified in collaboration with the Bureau Manager. |  |