* **Job Title:** Generalist Adviser
* **Hours:** 21 hours per week
* **Term:** Fixed term to 31st March 2022 (extension subject to funding)
* **Salary:** £19,990 pro rota per annum (£11,940 p.a.)
* **Responsible to:** Bureau Manager

# About the role

This role allows the bureau to provide a high standard of advice to the public. The adviser will work as part of the advice team to deliver generalist and holistic advice and support to clients accessing our service. This will involve using sensitive listening skills and questioning skills to encourage clients to explain their issue(s) and empower them to set their own priorities in terms of a resolution.

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# Job description

**Key responsibilities**

* Interview clients face to face, by telephone, video conference or other means and gather relevant information pertinent to their issue(s)
* Identify key information about the issue(s) including time limits, key dates and any requirement for urgent advice or action (using the appropriate advice website, scripts and any other diagnostic tools, as necessary).
* Use the Citizens Advice Bureau Information System to find, interpret and appropriately communicate the information found in an appropriate way, in consideration of the client’s communication needs.
* Research and explore options and implications to ensure the client has the necessary information to make informed decisions.
* Act for the client where required by calculating, negotiating, drafting or writing letters, sending emails or making calls.
* Refer clients appropriately (both internally and externally) to suit clients’ needs following agreed protocols, including making arrangements and informing clients of what to expect.
* 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 about the actions they wish to take
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Signpost clients appropriately to suit their needs, following agreed protocols.
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Engage with the communities served in order to extend the reach and promotion of the project
* To ensure that all work meets quality standards and the requirements of the bureau
* To keep abreast of the latest developments relating to common advice areas and particularly the changing advice available in relation to Covid-19

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of working with people with multiple and complex needs
* Ability to work without supervision and prioritise workload
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and managers
* Ability to use telephony and IT systems to deliver services across multiple channels (face-to-face, web chat and telephony)

**Desirable**

* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post holder is required to travel throughout the service area of east and central Sutherland.

The East & Central Sutherland Citizens Advice Bureau is committed to equal opportunities both in service

provision and employment.

**Charity number:** SC039847

**Charity name:** East & Central Sutherland Citizens Advice Bureau