

- > **Job Title:** Generalist Adviser – Rural Recovery
- > **Hours:** 28 hours per week
- > **Term:** 12 months (extension subject to funding)
- > **Salary:** £15,992 p.a.
- > **Responsible to:** Bureau Manager

About the role

This role allows the bureau to provide a high standard of advice service to the public. This role will provide advice and support to clients on a range of issues, using sensitive listening and information gathering techniques, allowing the client to explain their problem(s) and empower them to set their own priorities. The adviser will also provide additional support to job seekers to write application forms, CVs and covering letters as well as provide other advice clients may need when applying for jobs. To ensure success of the Rural Recovery Project, the post holder will be expected to maintain adequate client records, use a range of techniques to promote the project to the communities of east and central Sutherland.

Job description

Key responsibilities

- > To conduct face-to-face, telephone and video interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities to overcome the issues they face
- > To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability
- > To help and support job seekers in writing application forms, CVs and covering letters as well as other information and advice clients may need when applying for jobs.
- > 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.
- > Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- > Refer internally or to other specialist agencies as appropriate.
- > 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 provide and develop a quality advice service in relation to Universal Credit, including the ability to act as a 'best practice lead' for other staff and volunteers
- > 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.

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.

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Charity name: East & Central Sutherland Citizens Advice Bureau

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