**Job Title:** Income Maximisation Officer / Outreach Worker

**Accountable to:** Bureau Manager

**Hours:** 28 per week

**Salary:**  £25,000 pro rata

# About the role

The post holder will deliver part of the Income Maximisation service of Dalkeith Citizens Advice Bureau. The service will provide information and support for claiming benefits and entitlements to help prevent vulnerable people falling into financial hardship. The role will involve direct assistance to people at risk. The role will also involve offering support and training to generalist advisers in the team so they can support clients more effectively.

Services will be delivered through Outreach sessions in local community settings and occasionally, through visits to people in their homes.

The post is funded until 31st December 2022. Extension of the role is contingent on securing funding beyond that date.

# Job description

**Key responsibilities**

1. Engaging with clients - identify their needs and take action to address these; this may n include completing forms, advocating on their behalf with other agencies and challenging benefit decisions (up to mandatory reconsideration & appeal.)
2. Delivering generalist advice services in local outreach settings (e.g. community centres, health centres, libraries, etc.) and occasionally visiting clients at other agencies or at home.
3. Offering advice to volunteer advisers on complex client cases and accepting referrals from them for specialist advice as required.
4. Ensuring all information is recorded and used in line with bureau policies including Confidentiality, Data Protection, Equality and Diversity and Quality Assurance.
5. Managing own administration, case work, diary and time effectively.
6. Producing reports from work activities for monitoring or other relevant purposes.
7. Providing peer support on case work.
8. Identifying examples of negative impacts of policy and processes on clients to provide anonymised information to support local and national social policy campaigns.
9. Working at all times within the policies and procedures of Dalkeith CAB including those related to service planning, delivery and evaluation, Equality and Diversity, Health and Safety, Confidentiality and Data Protection.
10. Updating own understanding of benefits, entitlements, legislation and other relevant information through support from the manager, relevant training and self-directed learning.
11. Engaging in sessions for support and supervision with the manager.
12. Undertaking any other duties consistent with the purpose of the post and capabilities of the postholder by agreement with the Manager.

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# Person specification

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|  | **Essential** | **Desirable** |
| **Experience** | 1. Demonstrable experience (paid or unpaid) of providing advice and information services. 2. Experience of managing a caseload, including for clients experiencing complex issues. 3. Self-motivated, with experience of organising and prioritising a busy, complex workload, under pressure, using own initiative while also contributing effectively to a team. | 1. Citizens Advice Bureau certificate of competence in generalist advice work 2. Experience of working within an advice setting. 3. Experience in providing reports to funders/management. |
| **Skills** | 1. Clear verbal communication skills (e.g. for engaging sensitively with clients, advocating for clients with external agencies and contributing to the CAB team.) 2. Effective written communication skills (e.g. for work planning, case recording, monitoring and evaluation, note-taking, correspondence and report writing.) 3. Ability to complete and support individuals in completing funding applications. 4. Confidence in using IT and telephony systems (e.g. case recording, online research, form-filling, report-writing, engaging with agencies, email, diary management, etc.) | 1. Willingness to progress in the role and develop skills to a higher level. |
| **Knowledge** | 1. Up to date understanding of the UK and Scottish benefits systems, especially related to disability. Knowledge of debt, employment and housing also desirable. 2. Awareness of local voluntary and statutory services for client signposting and referrals. | 1. Knowledge of the local area and organisations. 2. Awareness of the use of Social Media (eg. Facebook, Twitter) on behalf of the CAB 3. Experience of using the CASTLE case management system. |
| **Other characteristics** | 1. Commitment to the aims and policies of Dalkeith Citizens Advice Bureau and to working within a client driven, volunteer-led community advice and information service. 2. Willingness to undertake a basic disclosure check through Disclosure Scotland. | 1. Full driving license and use of a vehicle |