Argyll and Bute Citizens Advice Bureau

**Person Specification**

**Outreach Development Worker**

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|  | **Essential** | **Desirable** |
| Qualifications | * Good standard of general education with at least 4 standard grades or equivalent (one of which must be English)
* Evidence of vocational qualification
 | English and one other subject at Higher grade (or equivalent) or above. |
| Experience | * Experience of mentoring other staff / volunteers
* Experience of collating information and preparing reports
* Experience of participation in personal training plan and development within the workplace
 | * Experience in supporting and training volunteers or colleagues
* Experience in giving advice, particularly in areas of welfare rights, housing, employment
* Experience of creating training plans for other staff or volunteer
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| Skills and Attributes | * Ability to work without close supervision to prioritise workload and meet deadlines
* Ability to communicate effectively, both orally and in writing
* Attention to detail and numeric accuracy
* Competence with MS Word, Excel and Outlook
* Requirement to travel large distances to meet operational need
 | * Proven ability to work as part of a team and to foster team working
* Proven ability to communicate to a varied group of people including external organisations.
* Proven experience with use of a variety of IT tools
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| Values and Attitudes | * Understanding of the needs of vulnerable clients
* Ability to work flexibly as required by the needs of the service
* Ability to work with minimum supervision
 | * Understanding of the aims and values of the CAB service
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