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 |
| 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 |
| 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 |