

**Generalist Adviser- Partnership for Parents**

**20 hours Fixed Term**

**Job Description**

**Citizens Advice Bureau**

**West Lothian**

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| Role Title: | Generalist Adviser |
| Responsible to: | Bureau Operations Manager & Volunteer Development Officer |
| Where: | Frontline office |
| Time commitment: | 20 hours per week. Family friendly hours available and flexible working patterns will be considered if required. |
| Role description: | General advisers are the first point of contact for clients seeking help for their varied problems. Our advisers provide a quality advice and information service. Advisers gather relevant information from the client and use the information system to find appropriate information and advice for clients, and make a record of this on our electronic case recording system. |
| Main tasks: | * Interview clients – listen to the client and let the client explain the problem. Help the client to clarify the issues by exploring the problem and asking questions
* Provide information – use AdviserNet, reference books, other local information and specialist advisers to find the correct information
* Provide advice – explain the information to the client and the choices that the client has, so he/she can decide what to do
* Provide practical help – e.g., filling in forms, completing a benefit calculation, speaking or writing to another agency on behalf of a client
* Record cases – make a record of the client’s details, in accordance with current Quality of Advice standards so that further help can be given if a client returns to CAB West Lothian
* Highlight appropriate instances of Social Policy in accordance with case recording procedures
* Internal referrals – refer clients to specialist advisers internally according to relevant procedures, using internal allocations procedures
* External referrals – refer clients to relevant specialist organisations across West Lothian, using the FORT system where appropriate, in accordance with individual organisational referral criteria
* Keep up-to-date with advice and organisational updates by reading AdviserNet news items, relevant publications, internal email communication and online training
* Attend local team meetings for updates and mutual sharing of information
* Read Quality of Advice feedback and action any relevant comments
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| Required skills, qualities and experience  | * Be a good listener
* Work well in teams
* Good spoken and written communication and basic numeracy skills
* Open-minded and non-judgemental
* Able to maintain confidentiality
* Enjoy helping people
* Prepared to commit to working 20 hours per week
* Willing to learn new skills
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| Training and support available: | * Induction training and policies relevant to the role
* General advisers complete the Adviser Training Programme (ATP) – a comprehensive integrated training programme to prepare you for advising
* Advisers shadow more experienced advisers, conduct supported interviews, attend training sessions and undertake required online learning
* On completion of the ATP advisers continue to complete online training as required
* Computer literacy skills and use of standard software packages such as Microsoft Office, email and internet
* Training will be offered internally to maintain competence or for development opportunities and advisers may have the opportunity to attend relevant training from partner organisations
* Support is provided by the Session Support during drop-in sessions and through Quality of Advice feedback
* A Volunteer Progress Review is held on an annual basis with supervision and support meetings held in accordance with the Volunteer Supervision and Support policy
* Additional support may be provided by the Bureau Operations Manager and Volunteer Development Officer
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| You must be: | * A parent
* Not working or seeking better employment opportunities and meet at least one of the following criteria:
* Be a lone parent
* have a child under one year old
* have three or more children
* family where a parent or child has a disability
* are from a minority ethnic family
* aged under 25
* have a low income
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| Recruitment process: | Application form, interview and two references are required |
| Date role created: | 12/01/2024 |