

**Generalist Adviser- Partnership for Parents**

**20 hours Fixed Term**

**Job Description**

**Citizens Advice Bureau**

**West Lothian**

|  |  |
| --- | --- |
| 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 |
| 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 |
| 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 |
| 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 |
| Recruitment process: | Application form, interview and two references are required |
| Date role created: | 12/01/2024 |