**Inverness Badenoch & Strathspey CAB**

**TRIAGE ADVISER POST**

**Based at: Union Street Bureau Office**

**Salary: IBS 6 Point 22 (b) £23,221 to IBS 6 Point 26 £25,370 Pro-rata (dependant on experience).**

**Hours per week: 35 hours per week over 5 days**

**Closing Date: Wednesday 30th October 2019**

**PLEASE ENSURE THAT YOU CLEARLY SHOW ON YOUR APPLICATION HOW YOU MEET**

**ALL THE REQUIREMENTS OF THE KEY WORK AREAS AND PERSON SPECIFICATION.**

**Job Description and Person Specification**

Knowledge of Money Advice work, Housing Advice, Employment Advice and Welfare Benefits Advice is essential, as well as good communication, casework and I.T. skills.

**Key work areas and tasks:**

**Advice giving**

* Work as part of the triage team to allocate clients to volunteer Advisers as appropriate.
* Assist, support and oversee the General Advisers in: -
  + Their use of the Citizens Advice Information System to find, interpret and communicate the relevant information to their clients.
  + Researching and exploring options and implications so that clients can make informed decisions.
  + Acting for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
  + Negotiating with third parties such as statutory and non-statutory bodies as appropriate.
  + Referring internally or to other specialist agencies as appropriate.
  + Ensuring that all work conforms to the bureau's Office Manual and Quality Standards at the appropriate level.
  + Maintaining detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

**Social policy**

* Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
* Alert clients to social policy options.

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

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**Administration**

* Use IT for statistical recording, record keeping and document production.
* Ensure that all work conforms to the bureau's systems and procedures.
* Provide statistical information on the number of clients and nature of cases.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the CAB service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person specification**

* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
* Experience of giving advice on Welfare Rights, Housing, Employment and Money Advice Issues.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability to monitor and maintain own standards.
* Effective written and oral communication skills with particular emphasis on negotiating.
* Understanding of the issues involved in interviewing clients.
* Understanding of the issues affecting society and their implications for clients and service provision.
* Ability to use IT in the provision of advice.
* Flexibility and willingness to work as part of a team.
* Willingness to learn and develop skills in advice topics.
* Ability to research, analyse and interpret complex information.
* Numeracy skills required to understand statistics and check calculations.

**How to apply**

**For further information and an application form, please contact:**

**Administration Supervisor**

**Inverness Badenoch & Strathspey CAB**

**29-31 Union Street**

**Inverness**

**IV1 1QA**

**E-mail:** [**admin@invernesscab.casonline.org.uk**](mailto:admin@invernesscab.casonline.org.uk)