**Moray Citizens Advice Bureau: Job Description:** **Empower Project Adviser (aka Cost of Living Assistance)**

**Key responsibilities**

* To deliver a holistic advice service in the local community of Moray.
* To explore clients’ circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability.
* To gather and consider all the information provided by a client and prioritise their needs as appropriate using active listening and questioning skills.
* To assist clients in person, on the phone or via email as most appropriate given the circumstances.
* To undertake casework on behalf of clients particularly in relation to benefits, low-level debt, housing, energy issues and income maximisation. This includes undertaking benefit and income maximisation checks and negotiating and corresponding on behalf of clients as appropriate.
* To co-ordinate and organise appointments as necessary.
* To promptly deal with any client emergencies / crisis.
* To liaise where appropriate with bureau staff and other relevant agencies.
* Use the Citizens Advice Bureau Information System to find, interpret and communicate the information found in an appropriate way, in consideration of the client’s communication needs.
* Act for the client where required by calculating, negotiating, drafting or writing letters, sending emails or making calls.
* To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* To gather and record all client profile information required for statistical returns.
* To adhere to Bureau principles and to ensure that all work meets quality standards and the requirements of the external funder.
* Contribute to overall efficiency and quality of processes and procedures.
* Carry out other duties as specified by Management and required by the needs of the post.
* Present a positive image of the Bureau at all times.
* Form effective working relations and network with other organisations and stakeholders to ensure a collaborative approach in service delivery.
* Assist in identifying personal strengths, weaknesses and personal training needs.
* Attend in-house and external training courses as appropriate and to cascade information to volunteers and staff.
* Attend team and staff meeting as required.
* There may be a requirement for some travel within Moray.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by Management.

**Person Specification**

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| Qualifications (Essential) | * Educated to National 5 awards including Maths and English. |
| Experience (Essential)  Experience (Desirable) | * Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc. * Able to demonstrate an organised approach to all areas of work, including recording and filing of work, while being aware of the need for discretion and security of information. * Experience of working with people with multiple complex needs. * Good interpersonal skills in a customer facing role. * Completion of the Citizens Advice Bureau Generalist Adviser Training Programme. |
| Skills (Essential) | * Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner. * Good planning and organisational skills. * Ability to use telephony and IT systems to deliver services across multiple channels (face-to-face, web chat and telephony) * Ability to maintain and monitor client records. * Good interview and diagnostic skills. * Actively listening and questioning skills. * Ability to identify potential safeguarding issues. * Ability to work without supervision and prioritise workload. |
| Values (Essential) | * An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of Bureau. * Work as part of a team whilst maintaining individual workload. * Able to empathise with clients while ensuring required action is advised, including directing clients to other sources of advice or support. * Willingness to learn and develop new skills. |
| Knowledge (Essential)  Knowledge (Desirable) | * A current and sound working knowledge of welfare benefits, budgeting and some basic debt advice, housing, energy. * Understanding of the issues that affect clients and how it affects individuals and their families, for example, mental health, disabilities, Ill health, change of circumstances (redundancy, death, separation). * Knowledge of multiple enquiry areas to aid with identifying emergencies and taking appropriate action. |
| Other (Essential) | * Dependable, reliable, trustworthy and approachable. * The post is subject to the receipt of a satisfactory Basic Disclosure Certificate * Some travel with in Moray may be required. |