Renfrewshire Citizens Advice Bureau

**Job Title: Generalist Adviser**

Under the direction of our Advice Services Manager, to provide a holistic CAB advice service at locations in Renfrewshire, North & South Ayrshire.

To interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and assist/empower them. Use the Citizens Advice Information System to find, interpret, and communicate the relevant advice and options available to the client. Act for the client where necessary by calculating, negotiating by telephone, or writing letters on behalf of the client. Negotiate with third parties such as statutory and non-statutory bodies, as appropriate.

Ensure that all work meets quality assurance standards. Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

**Person specification**

Essential for appointment and holding of the post

* Friendly and approachable manner and ability to support and show respect for all clients, regardless of their circumstances or reasons for seeking advice.
* Agreement to observe the strictest level of confidentiality on all matters relating to clients.
* Ability to manage workload to accommodate variation in demand for service and in resources available.
* Maintain expertise in relevant legislation e.g. welfare rights & debt
* Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously.
* Excellent administrative and organisational skills and a demonstrated ability to work within systems and follow procedures.
* Ability to communicate skilfully in conversation, by telephone and in writing with clients and acting on behalf of clients.
* Commitment to work in partnership with our advisers, specialist advisers and other colleagues to ensure the efficient and effective delivery of our service.
* Commitment to teamwork and able to foster it and contribute to it.
* Commitment to increase personal knowledge and skills through undertaking training.
* Ability to use computers and computer-based information systems in support of the role and the work of the Bureau.
* Ability to develop skills and knowledge of self and colleagues in support of the project.
* Attend team/staff meetings as required.
* Establish/improve liaison with other agencies, community groups.
* Undertake other tasks as may reasonably be requested.
* Effective written and oral communication skills.

Highly Desired

* An understanding of and commitment to the aim and principles of the CAB service and its equal opportunity policies.
* Experience of giving advice on Welfare Rights, Housing, Employment and Money Advice Issues.
* Skilled in word processing and in the use of databases and computer-based information systems.
* Experience of working with volunteers.
* Experience of providing a service to clients.
* Ability to monitor and maintain own standards.
* Ability to use IT in the provision of advice.
* 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.

Social Policy

* Assist with social policy work by providing information about clients’ circumstances through the appropriate channel.
* Alert clients to social policy options.
* Understanding of the issues affecting society and their implications for client and service provisions.