

**Job Information Pack**

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**Job Details**

Job title: **GP Surgery Project Adviser**

Reporting to: Projects Manager

Location: Gracemount and Ferniehill Medical Practices, CAE Bureaux, and Home-working (GP Practices may vary)

Employer: Citizens Advice Edinburgh, 58 Dundas Street, Edinburgh,

EH3 6QZ

Salary: £27,183 pro rata (£16,310 per annum for 21hrs per week)

Benefits: 21 days annual leave and a 7% non-contributory pension

Hours: 21 hours per week

Work Pattern Mon/Wed/Fri (but alternative may be negotiable)

Start Date: Immediate

Term: 21hrs fixed term to 31st March 2025 (with possible extension)

Criteria: Appointment subject to Right to Work checks and Disclosure check

**The Application Process**

Application deadline: 12pm on Monday 5th February 2024

Interview date: 7/8/9th February 2024

Interview location: Via video call (Zoom)

Interview format: 50-minute interview

**Please email your applications to** [markcarter@cabedinburgh.org.uk](mailto:markcarter@cabedinburgh.org.uk)

**About Citizens Advice Edinburgh**

The Citizens Advice Service was first established in Edinburgh in 1939.   
Over the years it has grown to deliver services from 5 main Bureaux (Dundas Street, Gorgie/Dalry, Leith, Muirhouse and Portobello) and over 20 project/outreach locations across the capital. In 2007 the separate Bureaux merged to form Citizens Advice Edinburgh (CAE).

Through a team of core and project staff and over 100 highly trained and committed volunteers, CAE provides a free, confidential, independent and impartial service to the citizens of Edinburgh on a wide range of issues including:

* Debt and money
* Welfare Rights
* Consumer issues
* Immigration
* Employment and workforce problems
* Housing
* Relationship and family issues
* Discrimination
* Health services
* Legal rights & responsibilities

The charity is a trusted and well-respected organisation. It enjoys high levels of client satisfaction, and the excellence of its training programme is widely recognised. Its volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year.

For a full overview of all our services and current work, please visit our website at: [www.citizensadviceedinburgh.org.uk](http://www.citizensadviceedinburgh.org.uk)

**Job Description**

**GP Surgery Project Adviser**

**Summary of Role**

Citizens Advice Edinburgh works in partnership with the Edinburgh Integration Joint Board to deliver an outreach advice service from 8 GP Practices in Edinburgh. 4 part-time staff members provide weekly sessions for these sites.

The present vacancy comprises ½ day client contact and ½ day follow-up work for Ferniehill Surgery and 1 day client contact and 1 day follow-up work for Gracemount, however the specific practices served may change. The total weekly hours are 21hrs.

The project delivers welfare rights and health-related advice to patients of the named practices, on site, at the practices.

Research indicates that resolving problems with benefits, debt, employment, housing, and family issues can have a positive effect on patient health. Embedding advice services within GP Practices has also been shown to reduce repeated contact between patients and GPs, and to successfully engage clients who have not sought advice elsewhere.

The successful candidate must be experienced in giving advice, particularly in relation to benefits, including appeal and tribunal work. They must have an understanding of the role within the healthcare environment and the impact of poverty on health. The post holder will be required to assertively develop and maintain links with NHS staff, Community Link Workers, CAE specialists and external agencies.

The health sector can be a challenging environment in which to work. Clients are frequently extremely unwell and may present with multiple, complex advice issues. In addition to possessing the necessary practical knowledge, candidates will therefore require energy and resilience to make the project a success.

**Responsibilities**

**1.        Advice work and support**

* Deliver Level 1-3 advice and support to patients in accordance with the Scottish National Standards for Information and Advice Providers (Benefits/Money/Housing)
* Work confidently in a practice setting, including accessing relevant practice systems (patient records and appointment bookings)
* Deliver advice remotely by phone and email
* Ensure accurate information and advice is given
* Maintain client confidentiality and, when appropriate, share information securely and efficiently
* Assist in audit processes
* Attend training to stay abreast of current legislation and proactively engage with Continued Professional Development

**2.        Case Management**

* Carry a specialist case load and deliver ongoing support to clients, within the project remit (combination of short-term assistance and in-depth casework)
* Refer clients to other CAE volunteer or staff specialists where appropriate
* Manage referrals to external agencies and partner organisations

**3         Project reporting and statistics**

* Ensure that accurate, legible and comprehensive case records are kept
* Ensure that accurate statistics are available for reports as required
* Work closely with the senior management team and funder to demonstrate successful outcomes and develop the service

**4.        Other duties**

* Take responsibility for maintaining records and completing reports on work and activities as required for funders, auditors or publications
* Develop strong working relationships with H&SC colleagues
* Carry out promotional activities as necessary to establish and maintain a steady flow of client referrals
* Implement organisational Equality Policies
* Liaise with project colleagues to share peer support and ensure consistency of service delivery
* Any other reasonable tasks as requested by the Senior Management team

**Person Specification**

Essential criteria

* Completion of CAB Generalist Adviser Training or equivalent
* Recent experience of delivering advice in the key areas of welfare benefits, money, debt, housing and employment
* Ability to understand and empathise with clients facing health-related issues
* Research skills
* Good interpersonal skills and case recording ability
* Ability to establish and maintain good relationships with NHS staff, Community Link Workers and other agencies
* Ability to work independently, under pressure, and with limited resources when required
* Excellent communication and IT skills
* Ability to work flexibly and pro-actively balance workload

Desirable Criteria

* Experience and understanding of the voluntary sector
* Experience of working in partnership with colleagues in related disciplines
* Experience of working effectively in outreach settings
* Demonstrable commitment to the aims and principles of Citizens Advice