Roxburgh & Berwickshire Citizens Advice Bureau



Job Details

**Job title**

Generalist Adviser

**Employer**

Roxburgh & Berwickshire Citizens Advice Bureau

**Location**

1A Towerdykeside

Hawick

TD9 9EA

(or other R&B offices as required)

**Hours per week**

24

**Type of contract**

Fixed-term contract to 31 March 2025

**Salary**

£23,000 pro rata per annum

**Closing Date**

12 noon

Friday 5th July

**Interviews**

Week beginning 15th July

More about the job

**About the job**

Roxburgh & Berwickshire Citizens Advice Bureau is based in the Scottish Borders, is an independent and innovative advice organisation providing holistic advice and support to local people. We work with Central Borders and Peebles and District CAB as a Consortium to provide advice and support to people across the whole of the Scottish Borders.

This role is designed to help individuals across Roxburgh & Berwickshire during on-going times of stress and uncertainty by offering timely, effective, and targeted advice and support to create a lasting positive impact. We will do this by offering a generalist support service which will assess client need at the earliest opportunity, deliver effective advice, and support and maintain comprehensive case records.

Generalist advice is important to people who are looking for reassurance and advice about their issues but are unsure or unable to move forward by themselves. This service provides a brief intervention and aims to sort client priorities, based on their needs, and support them to act. Due to the complexity of many of our clients’ needs and issues, provision of generalist advice is imperative to ensure our clients are properly and timeously dealt with and facilitates the flow across our casework services.

The type of issues that the Generalist Adviser would help advise and direct on include Benefits, Income maximisation, Budgeting, Money & Debt, Housing, Relationship, Employment and Legal.

This post is designed to help individuals across Roxburgh & Berwickshire during on-going times of stress and uncertainty. The post holders will

* Assess clients’ needs and establish the level of advice and support needed by using sensitive listening and questioning skills.
* Identify any emergencies and give advice as appropriate, ensuring the correct type and level of support required.
* Direct clients to advice guide where they can navigate the issue after basic guidance.
* Provide internal and external referrals and information on advice and representation and other tackling poverty initiatives throughout Roxburgh & Berwickshire.
* To check whether individuals are eligible to apply for benefits and assist with applications where support is needed.
* Develop and maintain knowledge in relevant legislation eg debt, welfare rights and benefits.
* Co-ordinates the needs of the client and liaises where appropriate with specialist Bureau staff and other relevant agencies.
* Maintain accurate case records and files in both written and electronic form in line with national standards and Citizens Advice Scotland's quality assurance.
* 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.

Roxburgh & Berwickshire CAB offers excellent terms and conditions, including a total of 34 days leave pro rata, and a pension scheme with an 8% employer contribution. Roxburgh & Berwickshire CAB is an inclusive employer considering flexible working arrangements where appropriate.

**How to apply**

For further details and information on how to apply, please contact [enquiries@roxburghcab.casonline.org.uk](mailto:enquiries@roxburghcab.casonline.org.uk)  to request an application pack.

Applications must be received by:- 12 noon, Friday 5th July

**About the employer**

We are committed to equal opportunities both in service provision and employment.

Roxburgh & Berwickshire Citizens Advice Bureau is authorised and regulated by the Financial Conduct Authority FRN.617479. We are a Scottish Charity No: SC010123 & Co Ltd by Guarantee No:400899. Registered office: 1A Towerdykeside Hawick TD9 9EA

# Person specification

**Knowledge, skills and experience**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | Relevant qualification and/or training  Good standard of general education | Generalist Adviser Certificate of Competence  Evidence of training/qualification/experience: Benefits, Income maximisation, Budgeting, Money & Debt, Housing, Relationship, Employment and Legal. |
| **Experience** | Welfare Rights, Benefits and Advice experience, particularly with vulnerable clients gained within the last two years.  Good awareness and understanding of how rights and advice issues impact on the local communities. | Experience of partnership working in the voluntary and statutory sectors.  Experience of preparing for and providing Tribunal representation experience  Experience of CASTLE case recording system  Experienced in using and constructing Spreadsheets and Databases; using word processing packages. |
| **Skills, Knowledge and Attributes** | A working knowledge of Welfare benefits and better off calculations.  Ability to research, understand and explain complex information both orally and in writing.  Effective oral communication skills with particular emphasis on advocacy and representation.  Effective writing skills with particular emphasis on drafting reviews, legal submissions, reports and correspondence.  Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.  Understand the issues involved in and confident in interviewing vulnerable clients.  Ability to prioritise own work, meet deadlines and manage caseload.  Ability to use IT in the provision of advice and the preparation of reports and submissions. | Awareness of the social needs of local communities and services provided by the voluntary sector  Commitment and ability to taking part in social policy, research or evaluation |
| **Values and Attitudes** | Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.  Ability to support and encourage vulnerable individuals.  Ability and willingness to work as part of a team.  Ability to monitor and maintain own standards.  Demonstrate understanding of social trends and their implications for clients and service provision.  Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.  A willingness to learn and develop and reflect on practice. | Proven ability to work within a community development or volunteer setting  Experience of implementing equal opportunities policies and practices. |
| **Other** | Willing to be flexible and adaptable in meeting the needs of the service  Able to work on own initiative  Ability to travel as required by job remit and occasionally undertake work out of office hours |  |