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| CARF  SCQF Level 7 | Adviser (Client Representation Unit) |
| Department & Location  Reporting To: | Client Representation Unit, Flemington Road, Glenrothes  Advice Services Manager |
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| Purpose of Job | Citizens Advice and Rights Fife delivers information, advice and representation services. Advisers are responsible for the delivery of high quality services across Fife and are expected to demonstrate and adhere to good practice in all aspects of their work.  As an adviser within the Client Representation Unit you will be expected to keep your skills, knowledge and experience up-to-date in all key areas of service delivery. This may include carrying out work in or on behalf of other teams, including frontline.    To provide a comprehensive and quality specialist support service to clients and also to support other staff involved  in advice provision. |
| Competencies |  |
| Scope of Work | * As detailed in Degree of Autonomy. * To undertake any other specific duties that may be required. * To provide a comprehensive and quality specialist support service to clients and also support other staff involved in advice provision. |
| Degree of Autonomy | * To provide a support and representation service to clients in respect of welfare benefits and other advice related specialist areas. * To support other staff by responding to enquiries in matters of interpretation, practice and procedure including tribunal representation social security commissioner’s appeals and current legislation. * To calculate and advise service users on his/her statutory entitlements in accordance with appropriate legislation. * To work as part of a Client Representation Unit with a remit agreed with the line manager. * To be responsible for the day to day management, maintenance and prioritising of own case load and that of others within remit. * To maintain expertise in relevant legislation, e.g. discrimination, dismissal, redundancy, disciplinary, Department of Works and Pensions’ legislation, etc. * To advise clients, preparing tribunal papers and representing as required. * To adhere to recognised good practice. * To determine nature of any potential claim and lodge appropriately within relevant time limits. * To ensure accurate manual and electronic recording, progressing and monitoring of client cases timeously in accordance with recognised good practice. * To follow our Company procedures in accordance with employment practice as laid down in the Operations Manual. * To negotiate on behalf of our clients with respondents, their representatives, representatives of other agencies both statutory and voluntary as appropriate. * To meet with clients in other locations out with main offices, including home visits. * To identify areas of particular concern in welfare benefit casework and other related specialist areas and to contribute on matters of social policy. * To undertake periodic short presentations and talks on advice issues to a variety of audiences. * To take responsibility for referrals to/from other organisations. * To undertake advice related project work on an ad hoc basis as required. * To make and co-ordinate appointments on behalf of clients and other staff. |
| Processes | * Ensure accurate recording, progressing and monitoring of client cases in accordance with recognised good practice and internal procedures. * Collate statistical data, review and interpret performance data and submit regular written reports as required by management * To be responsible for all aspects of service delivery within the above remit, including quality and performance recording and monitoring, to ensure targets, outcomes and standards are met. * To ensure accurate manual and electronic recording, progressing and monitoring of client cases timeously in accordance with recognised good practice. * To follow our Company procedures in accordance with employment practice as laid down in the Operations Manual. |
| Quality | * Adhere to CARF’s recognised good practice and standard processes and procedures to ensure governance and compliance at all times. * Contribute to overall efficiency and quality of processes and procedures. * Ensure compliance with quality and statutory standards which requires maintaining a working knowledge of current local and national legislation, guidelines and key areas of advice. * Work within specified quality of advice and service standards |
| Skills | * IT Literate. * Customer Facing expertise * Excellent written, oral and communication skills. * Organisational/planning skills. * Person specification requirements are detailed in   person specification document. |
| Knowledge | * Understand aims and principles of policies and procedures and contribute to development and revision of these policies and procedures. * Identify and progress matters relevant to the remit and within current guidelines and processes. * Have and maintain expertise in relevant legislation, case law, codes of practice related to this field of work. |
| Personal Development | * Identification of personal strengths and weakness, as well as identifying personal training needs. * To attend in-house and external training courses as appropriate |