* **Job Title:** Generalist Adviser - Outreach Development
* **Hours:** 21 hours per week (some weekend working will be required with time off in lieu)
* **Term:** Fixed term until 28 February 2024 (extension subject to funding)
* **Salary: £14.04/hr** (£25,552 FTE) increasing after six months’ satisfactory service
* **Responsible to:** Bureau Manager
* **Closing Date :** Midday 13 February 2023
* **Interviews:** Week commencing 20 February 2023

# About the role

This role will allow the bureau to develop an outreach presence and provide a high standard of advice to the public, in locations in Tweeddale other than Peebles. The post holder will: -

* undertake a scoping exercise across Tweeddale to source suitable outreach locations
* develop the outreach service
* complete the CAB adviser training programme
* deliver the advice service in outreach locations
* support the bureau in the recruitment and training of new volunteers

We are looking for a dynamic self-starter, who will work as part of the advice team to deliver generalist and holistic advice and support to clients accessing our service at outreach locations. This will involve using strong organisational skills, sensitive listening skills and questioning skills to encourage clients to explain their issue(s) and empower them to set their own priorities in terms of a resolution. It will also be necessary to work as part of a team, but also to be highly motivated and able to work alone. Some work at events in the community will be required, which will involve occasional weekend working.

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# Job description

**Key responsibilities**

* Project development of the outreach service from inception to delivery
* Completion of the Adviser Training Programme
* Interview clients face to face, by telephone, video conference or other means and gather relevant information pertinent to their issue(s)
* Identify key information about the issue(s) including time limits, key dates and any requirement for urgent advice or action (using the appropriate advice website, scripts and any other diagnostic tools, as necessary).
* Use the Citizens Advice Bureau Information System to find, interpret and appropriately communicate the information found in an appropriate way, in consideration of the client’s communication needs.
* Research and explore options and implications to ensure the client has the necessary information to make informed decisions.
* Act for the client where required by calculating, negotiating, drafting or writing letters, sending emails or making calls.
* Refer or signpost clients appropriately (both internally and externally) to suit clients’ needs following agreed protocols, including making arrangements and informing clients of what to expect.
* Research and explore options and implications so that clients can make informed decisions about the actions they wish to take
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Engage with the communities served in order to extend the reach and promotion of the project
* Ensure that all work meets quality standards and the requirements of the bureau
* Keep abreast of the latest developments relating to common advice areas.
* Participate in the training and support of new volunteer advisers.
* Ability to drive and regular access to a car.

The above job description is not exhaustive and will include broad duties inherent in the post as reasonably requested by the bureau manager.

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of working with people with multiple and complex needs and the ability to demonstrate empathy.
* Ability to work without supervision and prioritise workload
* 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.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* Commitment to completing the Adviser Training Programme
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and manager.
* Ability to use telephony and IT systems to deliver services across multiple channels (face-to-face, video conferencing and telephony)

**Desirable**

* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate