North West Aberdeenshire Citizens Advice Bureau

Job Description - Outreach Adviser

 OUTREACH / HOME VISIT ADVISER

Responsible to: Bureau manager

Hours of work: 24 hours a week

Salary: £15,300 (plus 8% pension costs)

Type of contract: Funded until March 2026 (funding will be sought to extend the post)

Closing date 24th October 4pm

Interviews 30th October

**About the role**

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Summary of main responsibilities:

* To provide generalist advice and support on an outreach and home visit basis.
* The Outreach worker will play a key role in the delivery of the advice service, principally covering benefits, debt, housing and employment issues, which aims to improve access to advice services for local people, particularly vulnerable families and older people. This will involve the postholder working closely with colleagues and volunteer advisors.

General responsibilities:

* To staff regular outreach advice sessions as agreed with Manager.
* To carry out and follow up client case work on complex cases covering welfare rights, debt, employment, housing and other issues.

* To offer home visits to people who would otherwise have difficulty accessing the service.
* To maintain accurate records of all advice and casework, and where appropriate ensure the same for all outreach advisers through adequate case record monitoring.
* To keep records of benefit income raised, levels of indebtedness and other statistics for both the CAB service and project reporting.

* To participate in multi-agency forums and liaise with community groups, as appropriate to promote the project.

* To promote the bureau’s social policy work ensuring that issues are taken up locally, regionally and nationally.
* To carry out other duties and responsibilities which may be reasonably determined by the bureau manager and board of directors.

Data handling and Confidentiality

* Adhere to data protection regulations and ensure that special category data is handled in accordance with relevant legislation and organisational procedures.

* Abide by Citizens Advice confidentiality policy.

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.*

**Person specification**

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Knowledge, skills and experience

ESSENTIAL

Education qualifications and training

* Good literacy and numeracy skills
* Current driving licence and use of own car.

Experience

* Evidence of an ordered approach to work
* Experience of working with people.
* Experience of and commitment to partnership working.
* Experience of representing and speaking on behalf of an organisation.

Skills and attributes

* Ability to work with customers in a sensitive and professional manner.
* Ability and willingness to follow and develop agreed procedures, including statistical recording of cases and outcomes.
* Effective oral communication skills, including ability to negotiate and represent clients, and provide subject-based briefings to colleagues.
* Effective written and numeracy skills.
* Ability to prioritise own work, meet deadlines and manage workload.

Ability to use IT in the provision of advice, recording of data, and the preparation of reports and submissions.

* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability and willingness to work as part of a team.

Knowledge

* Knowledge of UK and devolved social security structures
* Awareness of the wider advice issues that a benefit claimant may present with.

Values and attitudes

* Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
* Ability to monitor and maintain own standards, including willingness to attend relevant training.

DESIRABLE

* Completion of accredited training to advice level.
* Data Input to electronic case management and recording systems.
* At least one year’s recent advice experience of social welfare advice (including telephone advice) in a range of settings.
* To be self-servicing in IT skills, e.g., Word, Excel, PowerPoint, along with Microsoft functionality.
* Be prepared to learn how to use bespoke CAB software.
* Able to demonstrate understanding of social trends and their implications for clients and service provision.
* Able to demonstrate understanding of third sector and volunteering.

ADDITIONAL REQUIREMENTS

* Willingness to travel to work.
* Experience of working in community settings

**CV’s will not be accepted.**

**The North West Aberdeenshire Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC007159**

**Charity name: North West Aberdeenshire Citizens Advice Bureau**