**Central Borders Citizens Advice Bureau**

**Job Description**

Name of Employer: Central Borders Citizens Advice Bureau

Job Title: Generalist Adviser (Outreach & Bureau)

Responsible to: Manager

**Key responsibilities**

* To deliver a generalist outreach advice service in the local Eildon locality and in Bureau
* To attend to clients on the phone, by email and in person, using sensitive listening and questioning skills
* To gather and consider all the information provided by clients and prioritise their needs as appropriate and refer on to other specialist services as required
* To explore client circumstances, support needs and access channel preferences considering language barriers, accessibility needs and issues around digital access and ability
* To undertake casework on behalf of clients particularly in relation to benefit, low-level debt, housing, energy and income maximisation. This includes undertaking benefit and income maximisation checks and negotiating and corresponding on behalf of clients as appropriate
* To co-ordinate and organise appointments/drop-in at outreach centres as necessary
* To promptly deal with any client emergencies
* To liaise where appropriate with bureau staff and other relevant agencies
* 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
* To adhere to Bureau principles and to ensure that all work meets quality standards and the requirements of the funders
* To present a positive image of the Bureau at all times.
* To attend in-house and external training courses as appropriate and attend staff meetings as required.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the Manager.

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| **Generalist Adviser/Outreach Worker** | **Essential** | **Desirable** |
| **QUALIFICATIONS** | Excellent standard of written and oral communicationGood numeric ability | Standard Grade (or equivalent) English and MathsDriving licence and access to a car |
| **EXPERIENCE** | Experience of working with people with multiple and complex needs Experience of managing a complex caseload Previous paid or unpaid work in an advice-giving field  | Experience of working with volunteers as either a volunteer or paid staff member Completion of the Citizens Advice Bureau Generalist Adviser Training Programme    |
| **SKILLS**  | Previous paid or unpaid work in an advice-giving field Able to communicate effectively with people in writing and verbally including by telephone  * Ability to work under pressure and using own initiative
* Ability to maintain and monitor client records

  | Good interview and diagnostic skills  |
| **VALUES AND ATTITUDES** | Able to empathise with clients while ensuring required action is advised, including directing clients to other sources of advice or support Commitment to team working approach An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of Bureau.  | Willingness to learn and develop skills in advice topics |
| **KNOWLEDGE** | A working knowledge of client confidentiality and data protection/GDPR | Working knowledge of giving advice on Welfare Rights, Housing, Employment and Money Advice Issues |