# Job Pack – Outreach Adviser

# About the role

* **Job Title:** Outreach Adviser
* **Location:** Shetland Islands CAB, Market House, Market St, Lerwick, Shetland, ZE1 0JP
* **Hours per week:** 28 hours per week
* **Type of contract:** Fixed-term contract for 1 year with continuation subject to funding
* **Salary:** £23,249 - £25,472 per annum, pro rata
* **Closing Date:** Friday, 24 May, 1pm
* **Interviews:** to be held on Friday 31 May

**About the job**

We are looking for an enthusiastic and highly motivated individual with experience of providing advice and supporting vulnerable people to join us as an Outreach Adviser.

In this role, you will deliver advice as part of CAB’s well established outreach service based in rural and island health centres. The post has a particular focus on the provision of energy advice and benefits advice, with the aim of reducing the impact of fuel poverty and supporting vulnerable clients.

You will have a base in the main CAB office in Lerwick and be part of a team of advisers working together to ensure we provide a high quality, holistic service. You will undertake the Citizens Advice Scotland Adviser Training Programme and specialist training in Energy Advice.

This post is funded for 1 year with continuation subject to ongoing funding through Citizens Advice Scotland and Scottish and Southern Electricity Networks.

Full details of the post and the competencies required are set out in the Job Description and Person Specification.

**Employee benefits**

Shetland Islands Citizens Advice Bureau offers excellent terms and conditions, including a total of 35 days leave (pro rata) and a pension scheme with a 6% employer contribution. Shetland Islands Citizens Advice Bureau is an inclusive employer considering flexible working arrangements where appropriate.

**How to apply**

For further details and information on how to apply, please contact sicab@shetland.org. Please note that the post is subject to the disclosure of criminal history information.

**Equality & diversity monitoring**

To help Shetland Islands Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: sicab@shetland.org

**Job description**

Title of Post: Outreach Adviser

Employer: Shetland Islands Citizens Advice Bureau

Line Manager: Bureau Manager

# JOB PURPOSE

* To deliver advice, with a particular focus on energy advice and benefits advice, in outreach locations across Shetland;
* To contribute to the bureau’s work in reducing the impact of fuel poverty and supporting vulnerable clients;
* To work in conjunction with CAB colleagues (other Energy Advisers, Session Supervisor, Welfare Rights Advisers, Money Adviser, Generalist Advisers), to ensure that the bureau provides holistic quality advice and support which meets the needs of clients.

### TASKS

1. Provide generalist advice as part of CAB’s well established outreach service based in rural and island health centres and other appropriate venues.
2. Provide energy efficiency advice to support clients to understand and reduce their energy consumption and energy bills; and refer clients as appropriate to schemes for the installation of energy efficiency measures such as insulation.
3. Assist clients to resolve billing issues and support clients to consider “switching” supplier where appropriate.
4. Support vulnerable clients to access additional support from their energy supplier including Warm Home Discounts and the Priority Services Register.
5. Support vulnerable clients to tackle fuel debt; and support clients to access emergency support if required.
6. Provide support for income maximisation through the promotion of social security benefit checks. Following training, support clients to complete social security benefit applications.
7. Refer clients as appropriate within CAB to the generalist service or to other specialist case workers (eg Welfare Rights, Money Advice, Energy Advice etc).
8. Refer clients to external agencies as appropriate for additional advice and support (eg Home Energy Scotland, Scottish Welfare Fund, Children in Need etc). Refer clients to partner agencies which can support them to increase their resilience (eg Carers Support Group, Women’s Aid, Befriending etc).
9. Negotiate and mediate with appropriate agencies including energy suppliers on behalf of clients.
10. Conduct client interviews using sensitive listening and questioning skills to allow clients to explain their problems and empower them to set their own priorities. Explore clients’ circumstances and support needs considering language barriers, accessibility needs and issues around digital access and ability.
11. Carry out home visits as required.
12. Carry an ongoing caseload and keep comprehensive records of casework which meet audit requirements of CAS, Scottish National Standards for Information and Advice and relevant funders’ requirements. Keep all records confidential, safe and accessible for future retrieval.
13. Be responsible for the recording, collation and reporting of statistical and qualitative data in line with the requirements of CAS and of other funders.
14. Promote and market the Outreach service through the use of local publicity, the media, social media, awareness raising events, partnership working etc.
15. Participate in continuous professional development to ensure skills and knowledge are sufficient to carry out the role.
16. Contribute to the bureau’s social policy work at both a local and national level.
17. Undertake any other work, consistent with the purpose of the post and/or the aims of the Bureau, as directed by the Bureau Manager.

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| **Outreach ADVISER** | **COMPETENCIES** |
| **EXPERIENCE** | * Experience in delivering advice
* Experience in supporting vulnerable people
* Experience of working with partner agencies and/or community groups
* Experience in delivering informal presentations to groups
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| **KNOWLEDGE** | * Sound understanding of fuel poverty and its impacts; and how energy advice can help
* Understanding of generalist advice issues affecting people in rural and island areas
* Knowledge of the benefits system
* Knowledge of the local area and organisations
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| **SKILLS AND ATTRIBUTES** | * Ability to produce clear and accurate written communication
* Good verbal communication skills, including the ability to deal appropriately with a range of people both face to face and by telephone
* Ability to work without close supervision
* Ability to use a range of IT tools, including Microsoft Office applications, online applications, internet and email etc
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| **VALUES AND ATTITUDES** | * An understanding of, and commitment to, the aims, principles and policies of the CAB service
* Ability to operate as a team player and communicate effectively with colleagues and managers
* Commitment to undertaking training and continuous professional development
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| **OTHER** | * Flexibility in carrying out the responsibilities of the post
* Must be able to travel on daily basis throughout Shetland to carry out home visits and outreach advice sessions
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**REQUIRED TRAINING**

Previous completion of the Citizens Advice Bureaux Adviser Training Programme (ATP) is desirable. If the ATP has not already been completed, the postholder will be expected to complete this.

The post holder will be required to undertake specialist energy advice training eg City and Guilds Energy Awareness.

Training will be undertaken by attending courses in Shetland, on the mainland and by online learning.

**ADDITIONAL REQUIREMENTS**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**The Shetland Islands CAB** **Citizens Advice Bureau is committed to equal opportunities both in service provision and in employment.**

**Charity number: SC019785
Charity name: Shetland Islands CAB** **Citizens Advice Bureau**