



Adviser Post - JOB DESCRIPTION

Job Title:	Adviser – Rare Conditions
Responsible to:	CEO & Assistant Manager
Hours of Work:	35 hours per week (Hybrid and flexible working available)
Annual Leave:	27 days (plus 13 public holidays)
Salary:	£26000 (plus Ni & employer pension costs)
Start Date:	April 2023 (there may be scope to start the post earlier if this is preferred)
Type of Contract:	Permanent (subject to further funding)
Location:	Parkhead, Glasgow
Requirements:	Appropriate Disclosures and Right to work in the UK checks

Post Summary

The post of Adviser (Rare conditions) is an exciting opportunity with Parkhead Citizens Advice Bureau in partnership with Ataxia UK.

'Ataxia' is an umbrella term for a group of neurological disorders that affect balance, coordination and speech. There are many different types of ataxia that affect people in different ways. Ataxia UK are the leading national charity in the UK for people affected by any type of ataxia. We fund research into finding treatments and cures, and offer services, advice, information and support to people affected by the condition. For more information, visit www.ataxia.org.uk.

We believe strongly in making a difference for our community and our clients. Our aim is to ensure that no one suffers through lack of knowledge of their rights and entitlements and that equally through social policy action we strive to make long lasting changes for everyone.

The post holder will contribute to this through providing money, financial capability and welfare rights information and case work for clients with rare conditions. They will have a unique opportunity to shape the project and influence its direction and scope.

MAIN TASKS:

1. Casework – Assisting clients with benefit claims, housing advice, reviews/MR and appeals and other general advice topics including identifying other supports and agencies via the holistic and person centred advice approach
2. Liaison with Ataxia UK services department over individual cases and referrals.

3. Provide representation for clients at benefit appeal hearings or refer on for local assistance where appropriate
4. Delivery of Money/Debt advice and financial capability case work and/or refer on where appropriate
5. The ability to provide support, training and supervision to volunteer advisers
6. Assist in producing, maintaining and distributing appropriate information materials including online
7. Commitment to Social Policy and feedback on issues clients are facing to effect change
8. Identify cases where clients need further assistance following benefit appeal (e.g. further benefit check, appeal to the Upper Tribunal, Judicial Review or court representation for rent arrears) and to make appropriate internal and external referrals for follow-on services where required.
9. Keep such records (including the maintenance of a database) as required to enable the service to be monitored and evaluated.
10. Talks/training to groups / partner agencies and stakeholders where appropriate
11. Commitment to own personal development and training. The post holder will be expected to maintain their knowledge in welfare rights and money advice and project related issues in order to meet the competences required by Scottish National Standards for Information and Advice Providers
12. Provide regular reports to the Assistant Manager/Manager on activities against targets
13. Undertake any other work, consistent with the purpose of the post, as directed by the Assistant Manager/Manager.

OTHER

1. Attend Conferences (including Ataxia UK's Annual Conference), seminars and regional workshops, making presentations where necessary. Occasional visits to Ataxia UK offices in London
2. Implement Parkhead CAB's policy and procedures, ensuring that all practices and procedures are undertaken in accordance with these and including healthy and safety and that all volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required
3. Comply with the data protection regulations, ensuring that information on clients, supporters, employees and volunteers remains confidential
4. Ensure that the aims and principles of Citizens Advice are followed and upheld at all times

PERSON SPECIFICATION

Adviser

We are looking for someone who can demonstrate the following essential attributes:

- Enthusiasm and a can-do attitude with a warm and friendly nature.
- Commitment to the aims and principles of the organisation
- Commitment to the principle of a non-judgemental, compassionate and client driven service
- Proven experience (paid or unpaid) in money, housing and financial capability advice work and ideally experience in representation at benefit appeals, although training can be given. Knowledge and experience in other general advice topics.
- In-depth current knowledge of the benefits system
- Experience of carrying and managing a complex caseload, carry 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.
- Ability to work under pressure and on their own initiative, but be able to recognise when to seek support and be part of a team
- Commitment to working to the organisation's policies and procedures
- Excellent organisational, communication and report writing skills
- Good IT skills and a commitment to digital skills
- An ability to deal with clients and other professionals in a sensitive manner
- Ability to administer sensitive and confidential information with discretion including knowledge of data protection protocols
- Commitment to the organisation's Equal Opportunities Policy

Other Personal Attributes

Essential Criteria

- Ability and willingness to occasionally travel independently around the UK, as required including overnight stays for national conferences or training as required
- Commitment to meeting the diverse needs of people affected by ataxia
- Support for the ethical use of animals in medical research and human embryonic stem cell research

- Agreement to undertake all relevant and mandatory training
- Ability to manage stressful interactions, ensuring your own self-care

Criminal records check

Appointment to this post will be subject to a satisfactory criminal records disclosure

WELFARE RIGHTS ADVISER	COMPETENCIES
EXPERIENCE	<ul style="list-style-type: none"> • Experience in delivering advice • Experience of working with people with multiple and complex needs • Experience in preparation and presentation of casework including case recording • Experience of liaising effectively with partner agencies
KNOWLEDGE	<ul style="list-style-type: none"> • A sound working knowledge of social security benefits including UK wide and Scottish specific • Good working knowledge of generalist advice issues including financial issues affecting clients.
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> • Excellent written and oral communication skills, including the ability to communicate complex information in a clear and accessible manner • Skilled in research and analysis of information • Excellent organisational skills • Ability to use a range of IT tools, including Microsoft Office applications, online applications, internet and email etc • Ability to work without close supervision, prioritise own work and meet deadlines
VALUES AND ATTITUDES	<ul style="list-style-type: none"> • 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
OTHER	<ul style="list-style-type: none"> • Flexibility in carrying out the responsibilities of the post • Ability to travel to carry out home visits throughout Shetland

REQUIRED TRAINING

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

The post holder will be required to undertake specialist benefits training in order to meet the competences required by Scottish National Standards for Information and Advice Providers.

Training will be undertaken by attending courses 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