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| **Easterhouse Citizens Advice Bureau** |  |  |
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| **Person Specification** |  |  |
| **Caseworker** |  |  |  |
|   |   |   |   |
|   | **Essential Criteria** |   | **Desirable Criteria** |
| **Skills & Abilities** |   |   |   |
|   | Ability to communicate effectively, both in written and verbal form with particular emphasis on negotiating, preparing reports and corresponding. |   |   |
|   | Ability to manage database |   |   |
|   | Ability to build and maintain effective working relationships with clients, partners and key stakeholders. |   |   |
|   | Ability to manage ongoing cases of individual clients. |   |   |
|   | Ability to work in a team setting and on own initiative. |   |   |
|   | Ability to use IT in provision of advice, and the preparation of reports |   |   |
| **Experience** |  |   |   |
|   | Achieved CAB certificate in Generalist Advice or similar qualification. |   |   |
|   | Ability to provide representation at Unified Tribunal |   | Experience of representation at unified tribunals  |
|   |  Experience in Money Advice |   | 1 Years’ experience |
|   |  Experience in Welfare Rights |   | 1 Years’ experience |
| **Knowledge** | Demonstrate sound knowledge of Welfare Rights |   |   |
| **Other Requirements** |   |   |   |
|   | An understanding and empathy with the aims and objectives of CAB service |   |   |
|   |   |   |   |
|   | Commitment to equal opportunities |   |   |