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| **Easterhouse Citizens Advice Bureau** | |  |  |
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| **Person Specification** | |  |  |
| **Caseworker** |  |  |  |
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|  | **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 |  |  |