

**Job Information Pack**

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**Job Details**

Job title: **Royal Edinburgh Hospital Adviser**

Reporting to: Projects Manager

Location: Royal Edinburgh Hospital (and potentially Royal Infirmary of Edinburgh or Western General Hospital when cover required)

Employer: Citizens Advice Edinburgh, 58 Dundas Street, EH3 6QZ

Salary: £28,270 for 35hrs per week (see options re hours below)

Benefits: 25 days annual leave and 10 public holidays **pro rata** and a 7% non-contributory pension.

Hours: **Two vacancies, totalling 1.4 FTE (49hrs per week), are available. Applications will be considered for any number of hours from 14hrs (2 days per week) to 35hrs (5 days per week).**

Work Pattern Negotiable – between the two roles, every weekday must be covered.

Term: Permanent

**The Application Process**

Application deadline: **Midnight on Sunday 9th February**

Interview dates: 12th – 19th February

Interview location: Online using Microsoft Teams

Interview format: 50-minute interview

**Please email your applications to** [markcarter@cabedinburgh.org.uk](mailto:markcarter@cabedinburgh.org.uk)

**About Citizens Advice Edinburgh**

The Citizens Advice Service was first established in Edinburgh in 1939.   
It currently delivers services from 4 main Bureaux (Dundas Street, Leith, Muirhouse and Portobello) and over 20 project/outreach locations across the capital. In 2007 the separate Bureaux merged to form Citizens Advice Edinburgh (CAE).

Through a team of core and project staff and over 100 highly trained and committed volunteers, CAE provides a free, confidential, independent and impartial service to the citizens of Edinburgh on a wide range of issues including:

* Debt and money
* Welfare Rights
* Consumer issues
* Immigration
* Employment and workforce problems
* Housing
* Relationship and family issues
* Discrimination
* Health services
* Legal rights & responsibilities

The charity is a trusted and well-respected organisation. It enjoys high levels of client satisfaction, and the excellence of its training programme is widely recognised. Its volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year.

For a full overview of all our services and current work, please visit our website at: [www.citizensadviceedinburgh.org.uk](http://www.citizensadviceedinburgh.org.uk)

**Job Description**

**Royal Edinburgh Hospital Adviser**

**Summary of Role**

Citizens Advice Edinburgh (CAE) has been awarded a contract to deliver a new outreach advice service based the Royal Edinburgh Hospital. We are recruiting 2 advisers, who, in combination, will deliver the service for a total of 49hrs per week. Applicants are invited to apply for any number of hours from a minimum of 14hrs (2 days p/wk) to a maximum of 35hrs (5 days p/wk).

This new service will build upon CAE’s existing hospital-based provision in the Royal Infirmary of Edinburgh, Western General Hospital, and Royal Hospital for Children & Young People (the latter with our advice partner, CHAI).

The advertised vacancies are at the Royal Edinburgh Hospital, and most work will be undertaken physically at that site, however occasionally, the post holder may be required to work flexibly at the above-named hospitals, covering periods of annual leave, sickness absence, or training.

The service will deliver welfare rights advice to patients, visitors and staff members attending the Royal Edinburgh Hospital, which provides acute psychiatric and mental health services, including treatment for learning disabilities and dementia. Research has shown that resolving problems with benefits, debt, employment, housing, and family issues can have a positive effect on patient health. The service aims to engage with clients directly at the point when they have had a change in circumstances due to a health-related issue or diagnosis, before issues escalate.

Applicants should be experienced in giving advice, particularly in relation to benefits, but also in the areas of money, housing, immigration, and employment. They must have an understanding of the role within the healthcare environment and the impact of poverty on health. Although the post holder will not be providing any medical advice, applicants must have a particular interest in mental health and ensure that patients experiencing various health challenges are supported compassionately, sensitively, and appropriately. This may include contact with a patient’s support network, if they share legal responsibility for managing a patient’s affairs.

**To launch and establish the service, a considerable amount of promotional work will be required. The post holder must assertively develop and maintain links with NHS staff, Social Work staff, other CAE specialists and external agencies, through both 1-1 contact, and by delivering presentations and briefings to prospective referrers.**

**The acute sector is a fast-paced, rapidly evolving, and challenging environment in which to work. Due to the project’s setting, the work can be both physically and emotionally demanding. Clients are frequently extremely unwell, presenting practical challenges to engagement, and advisers must move around a large hospital site in order to meet with staff, patients and carers. In addition to possessing the necessary practical knowledge, candidates will therefore require energy and resilience to ensure the service’s success.**

**Responsibilities**

**1.        Advice work and support**

* Deliver advice and support to clients attending hospital
* Work confidently in a ward setting, at patients’ bedsides, with limited privacy
* Deliver advice remotely by phone and email
* Ensure accurate information and advice is given
* Work closely with advice colleagues to ensure the smooth running of the service
* Assist in audit processes
* Attend training to stay abreast of current legislation

**2.        Case Management**

* Carry a specialist case load and deliver ongoing support to clients, within the project remit (principally crisis support, as opposed to long-term support)
* Refer clients to other CAE volunteer or staff specialists where appropriate
* Manage referrals to external agencies and partner organisations

**3         Project reporting and statistics**

* Maintain accurate, legible and comprehensive case records
* Ensure that accurate statistics are available for reports as required
* Work closely with the senior management team and the NHS monitoring officer to demonstrate successful outcomes and develop the service

**4.        Other duties**

* Take responsibility for maintaining records and completing reports on work and activities as required for funders, auditors or publications
* Carry out promotional activities as necessary to establish and maintain a steady flow of client referrals
* Deliver training to colleagues in Health & Social Care to improve awareness and understanding of advice-related issues
* Implement organisational Equality Policies
* Observe organisational Confidentiality Policies and Procedures
* Any other reasonable tasks as requested by the senior management team

**Person Specification**

Essential criteria

* Completion of CAB generalist adviser training or equivalent (advice-related qualifications or extensive experience in an advice role)
* Recent experience of delivering advice in the key areas of welfare benefits and health-related topics
* Ability to understand and empathise with clients facing health-related issues, particularly in relation to mental health
* Research skills
* Good interpersonal skills and case recording ability
* Ability to establish and maintain good relationships with NHS staff, Social Work staff and other agencies in a changing environment with regular turnover of staff
* Ability to work both as part of a small team and independently, under pressure, and with limited resources when required
* Excellent communication and IT skills
* Ability to pro-actively balance workload between promotional/training activities and working with clients
* Ability to prioritise and reprioritise weekly/daily workload, including referrals, to meet the needs of clients

Desirable Criteria

* Experience and understanding of the voluntary sector
* Experience of working effectively in outreach settings
* Demonstrable commitment to the aims and principles of Citizens Advice
* Knowledge and understanding of how the care at home sector is funded and the impact of this on clients who require a package of care and benefit advice