

**Job Information Pack**

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**Job Details**

Job title: **Welfare Rights and Health Project Adviser**

Reporting to: Projects Manager

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

Employer: Citizens Advice Edinburgh, 58 Dundas Street, Edinburgh,

EH3 6QZ

Salary: £21,746 (£27,183 pro rata)

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

Hours: 28 hours per week

Work Pattern Flexible

Term: Fixed Term until 30th September 2025 (with potential for extension)

**The Application Process**

Application deadline: **Midnight on Sunday 22nd October 2023**

Interview date: Week beg. Monday 23rd October 2023

Interview location: Via video call (Teams)

Interview format: 50-minute interview

**Please email your applications to** mark.carter@caed.org.uk

**About Citizens Advice Edinburgh**

The Citizens Advice Service was first established in Edinburgh in 1939.
Over the years it has grown to deliver services from 5 main Bureaux (Dundas Street, Gorgie/Dalry, 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 80 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**

**Welfare Rights and Health Project Adviser**

**Summary of Role**

Citizens Advice Edinburgh works in partnership with the NHS Lothian Health Promotion Service and the Community Help & Advice Initiative (CHAI) to deliver an outreach advice service at the Western General (WGH), Royal Infirmary (RIE), and Royal Hospital for Children & Young People (RHCYP) in Edinburgh.  The service currently has 2 part-time staff members at the Royal Infirmary, 1 part-time staff member at the Western General, and 1 part-time staff member at the RHCYP.

The present vacancy is at the RIE, although the post holder may be required to work flexibly between the hospitals, covering periods of annual leave, sickness absence, training, etc.

The project delivers welfare rights and health-related advice to patients, visitors and staff members attending the acute sector in Edinburgh. Research has shown that resolving problems with benefits, debt, employment, housing, and family issues can have a positive effect on patient health. The service is also aimed at clients who have had a recent change in circumstances due to a health-related issue or diagnosis.

The Welfare Rights and Health Project Adviser should be experienced in giving advice, particularly in relation to benefits. They must have an understanding of the role within the healthcare environment and the impact of poverty on health.

**The post holder will be required to assertively develop and maintain links with NHS staff, Social Work staff, other CAE specialists and external agencies.**

**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 the large hospital sites 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 maintain 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’ bedside, with limited privacy
* Deliver advice remotely by phone and email
* Ensure accurate information and advice is given
* 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**

* Ensure that accurate, legible and comprehensive case records are kept
* 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 seek 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
* Liaise with project administrator to ensure tasks are completed, as required
* Any other reasonable tasks as requested by the senior management team

**Person Specification**

Essential criteria

* Completion of CAB generalist adviser training or equivalent
* 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
* 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 in 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