**Position: Generalist Advisor**

**Date: April 2017**

**Term: Maternity Cover, Fixed term to 31st January 2018**

**Location: Citizens Advice Antrim & Newtownabbey (mainly located in Newtownabbey Office)**

**Salary: Salary Scale £19,285 per annum. ( Pro rata)**

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| **Reporting to:** | Deputy Manager, Citizens Advice Antrim & Newtownabbey  |
| **Role purpose:** | * To work within the Citizens Advice service to provide high quality advice and support to clients in all areas of generalist advice, including welfare benefits and reform.
* To assist clients with applications for all benefits, digitally as required
* To provide support to clients to improve their digital capability
* To work within Citizens Advice aims and objectives
* To contribute to the delivery of the advice service, commensurate with the role of Generalist Adviser
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| **Key Accountabilities** | **Elements/Tasks** |  |
| **Advice Giving** | * Advise and support clients with all aspects of generalist advice related issues
* Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s)
* Research and explore options and implications so that clients can make informed decisions
* Ensure income maximisation through the take up of all appropriate benefits
* Provide assistance to clients with their financial capability, digital capability as appropriate
* Assist clients with other related problems where they are an integral part of their case, referring them to other advisors or specialist agencies as appropriate
* Respond proactively to client demand, working to agreed service delivery standards
* Use the Citizens Advice AdviserNet platform to find, interpret and communicate relevant information.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters, completing forms (including online forms) and telephoning.
* Negotiate with third parties, including statutory bodies.
* Maintain Case records to the standard required by the Citizens Advice Quality Scheme for the purpose of continuity of casework, information, retrieval, statistical monitoring and report preparation
* Ensure that all work conforms to the Citizens Advice Quality Standard
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| **Research and campaigns** | * Assist with research and campaign work by providing information about clients’ circumstances as appropriate
* Assist in monitoring of service provision to ensure that it reaches the widest possible client group
* Comply with the Social Policy requirements of Citizens Advice
* Alert other staff to local issues relevant to the role and wider organisation
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| **Professional Development** | * Keep up to date with legislation, case law, policies and procedures and undertake all appropriate training
* Attend relevant internal and external meetings as agreed with line manager and those relevant to the project
* Prepare for and attend supervision sessions and team meetings as appropriate
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| **General** | 1. Use Citizens Advice IT systems for statistical recording of information relating to funding requirements, research & campaigns, record keeping and document production
2. Keep up to date with policies and procedures relevant to the role and office location
3. Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
4. Ensure that work reflects and supports the Citizens Advice service equality and diversity policies.
5. Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues
6. Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service
7. Undertake any additional activities that are consistent with the general duties of this post
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**PERSON SPECIFICATION**

**Essential**

1. Citizens Advice Advisor Training Programme or Law Centre NI WRAP qualification
2. Working knowledge of social security benefits
3. Effective oral and written skills
4. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures
5. Understand the issues involved in interviewing clients
6. Numerate to the level required of a Benefits Advisor
7. Ability to prioritise own work, meet deadlines and manage caseload
8. Ability to use IT packages, including Microsoft Office (Word, Excel, PowerPoint) or similar in the provision of advice, the preparation of reports and submissions as well as the ability to use email and to maintain an electronic diary.
9. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
10. Ability to contribute to the work of a team and use standardised systems and processes
11. Ability to monitor and maintain own standards within a quality framework
12. Understand social trends and their implications for clients and service provision
13. Ability to be inventive, responsible and generous, and to commit to and work within the aims, principles and policies of the Citizens Advice service and its equality and diversity policies
14. Flexibility to work evenings and weekends dependent upon business requirements
15. A commitment to continuing professional development, primarily aimed at keeping abreast of developments relevant to the role.

**Desirable**

1. A minimum of 1 years’ experience advising on Social Security benefits or part time equivalent gained in past 3 years.

TERMS AND CONDITIONS OF SERVICE

**Contract type:** Fixed Term Contract to 31st January 2018

**Location:** Citizens Advice Antrim & Newtownabbey

**Hours of work:** 37.5 hours (negotiable)

**Leave Entitlement:** 31 days including statutory days (pro rata)

**Pension Entitlement:** We are currently enrolled in a Pension Scheme with NEST.

Other conditions of service shall be those applying to employees as set out in the Citizens Advice Antrim & Newtownabbey Employee Handbook.

Citizens Advice Antrim & Newtownabbey is an equal opportunities employer and we welcome applications from all sections of the community.