



## **Generalist Adviser (Caseworker)**

**Employer: Citizens Advice Mid Ulster**

**Salary: £20,661 (37.5 hours per week)**

**Location: Mid Ulster (Cookstown & Magherafelt offices with occasional cover in Dungannon office)**

**Report to: Manager**

### **Job Description & Person Specification**

#### **Context of role**

For the delivery of Generalist Advice, Information and Advocacy Services in the Mid Ulster area. The Generalist Adviser (Caseworker) is part of an organised grouping of employees principally assigned to working on the Mid Ulster District Council contract, to provide advice and casework support to ensure the effective and timely delivery of the Council contract and other contracts that may vary over time.

#### **Job Description**

##### **Casework**

- Provide casework covering the full range of issues dealt with by Citizens Advice.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate benefits.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Make home/outreach visits as necessary.
- Provide advice and assistance to other staff across the whole range of issues in which you have specialist training and/or experience.
- Ensure that all work conforms to the organisation's Staff handbook, Policies and Procedures and the Advice Quality Standard as appropriate.

- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

### **Research and campaigns**

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

### **Professional development**

- Keep up to date with legislation, case law, policies and procedures relating to all areas of advice and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

### **Administration**

- Review and make recommendations for improvements to the organisation's services.
- Maintain local information systems.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to Citizens Advice work and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies.
- Maintain a library of reference material and case law.

### **Public relations**

- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

### **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of a generalist adviser post, to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that

of colleagues.

- Use the Citizens Advice AdviserNet website and other resources to find, interpret and communicate relevant information.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

### **Person specification**

- Knowledge and experience of all areas of advice dealt with by Citizens Advice with specialist level training and/or experience in at least two areas.
- Effective oral communication skills, with particular emphasis on negotiating and representing.
- Effective writing skills, with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
- Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
- Understand the issues involved in interviewing clients and ability to interview clients.
- Ability to prioritise own work, meet deadlines and manage caseload.
- Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of documents and reports and submissions.
- Numerate to the level required for the post and an ability to understand statistics and check accuracy of calculations.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability and willingness to work as part of a team.
- Ability to monitor and maintain own standards.
- Demonstrate understanding of social trends and their implications for clients and service provision.
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies and their application to the provision of advice.
- Completion of a recognised Level 3 Adviser Training Programme, e.g. a programme provided by Citizens Advice or Law Centre (NI).
- A minimum of 1 years experience post qualification, of providing generalist advice and benefit calculations to the public in a social welfare context and 6 months experience of welfare benefits casework.