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# Advice North West

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***Where advice is free and peace of mind priceless***

Advice North West (formerly Citizens advice) welcomes applications for the following vacancy

**Welfare Rights Advice Worker**

***Salary: NJC Scale 5 £28’700(under review)***

***Role Purpose***

To deliver a comprehensive Tribunal Rights/Welfare advice and representation service for the clients of Advice North West**.** The successful post holder will work as part of a team providing advice information and advocacy to clients needing help.

***Essential Criteria***:

A third level education or demonstrable 1 years’ experience of providing information advice/guidance to clients in either public/charity sector.

*Desirable criteria*

1. Candidates have completed a recognised adviser training programme. e.g. a programme provided by Citizens Advice (ATP) or the Law Centre (WRAP).
2. Have the ability to respond sensitively and empathically to clients from a variety of back grounds who are under pressure and negotiate with third parties to minimise conflict
3. Have excellent I.T skills
4. Have excellent interpersonal and communication skills
5. Are able to work flexibly or as part of a team

**We will offer comprehensive training and ongoing support and supervision.**

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The above post is subject to an enhanced disclosure check carried out by Access NI.

***The successful candidate will join an ever growing, dynamic and evolving organisation committed to providing advice that makes a difference to peoples’ lives.***

Application form (CVs will not be accepted) and background information can be found on <https://www.communityni.org/job> or alternatively please email deputy manager at [rosaleen.french@advicenorthwest.com](mailto:rosaleen.french@advicenorthwest.com) for an application pack

**Closing date for applications – Feb 26th 2025**

**Advice North West aims to be an Equal Opportunities Employer and welcomes applications from all sections of the community**