**Generalist Advisor Job Description**

**Role purpose**

Your primary purpose will be to provide advice across a number of channels in line with Mid & East Antrim Community Advice’s mission, aims and principles.

**Advice giving**

* Interview clients using sensitive listening and questioning skills in order to allow them to explain their problem(s) and empower them to set their own priorities.
* Use a range of information resources to find, interpret and communicate the relevant information.
* Research and explore options and implications so that clients can make informed decisions.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
* Refer internally or to other specialist agencies as appropriate.
* Ensure that all work conforms to our quality standards.
* Maintain detailed case records for the purposes 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 through the appropriate channel.
* Alert clients to research and campaigns options.

**Professional development**

* Keep up to date with legislation, policies and procedures 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/staff meetings as appropriate.

**Administration**

* Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure IT information assurance training is completed on an annual basis.
* Ensure that all work conforms to organisational systems and procedures.
* Provide statistical information on the number of clients and nature of cases.

**Person Specification**

**Essential Criteria Experience**

1. A minimum of 9 months experience post qualification of providing generalist advice to the public.

**Knowledge**

1. Candidates have completed a recognised Advisor Training Programme in the last two years, e.g. a programme provided by Advice NI or Law Centre (NI).
2. An understanding of the issues affecting local communities and their implications for our clients and service provision.
3. Recent working knowledge of the social security system.
4. An understanding of the role of advice agencies in local communities.

**Skills and Abilities**

1. Experience of effective communication with members of the public and outside bodies both orally and in writing.
2. Experience of working with third parties in the best interests of clients.
3. Experience of working as part of a team supporting colleagues and volunteers.
4. Computer experience e.g. Microsoft 365, Advice Pro and other software packages.
5. Ability to implement policy within the framework of an Equal Opportunities Policy.

**General**

1. Willingness to work flexibly to meet the requirements of the post.
2. Commitment to the provision of free, confidential, impartial, local and independent advice.
3. Commitment to strict adherence to Community Advice Mid & East Antrim policies and procedures.
4. Ability to fulfil mobility requirements of the post.

**Desirable criteria**

1. Tribunal Representative Qualification
2. Experience of representing clients at benefit appeals / tribunals

**\*\*Shortlisting: Applicants will be shortlisted using essential criteria numbers 1, 2, 3, 4, 8, 9 & 10.**

**Interviews: Candidates will be assessed using 3, 4, 5, 7, 8, 10, 11 and 12 of the essential criteria.**