**Adviser (Trainee will be considered)**

**Job Description**

**Role purpose**

Community Advice Antrim & Newtownabbey is looking to recruit someone to join our team who has a passion for delivering the best advice and outcomes for our clients. We are looking for a team player who enjoys going that extra mile to help people. Someone who thrives working in a busy environment, good at communicating and researching information.

**Key work areas and tasks:**  
  
**Advice giving**

* Interview clients over the phone or face to face using sensitive listening and questioning skills in order to identify query and present solutions
* Use information sources to find, interpret and communicate the relevant information.
* 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 the Office Manual and quality standard requirements
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Assist with social policy work by providing information about clients’ specific circumstances and ensuring recording of same.
* Attend Outreach clinics

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training for the position
* 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, record keeping and document production.
* Ensure that all work conforms to systems and procedures of CAAN.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the Community Advice service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Adviser**

### Person Specification

***Essential***

Good standard of education with ability to complete benefit calculations and undertake further training,

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* Experience of working with the public
* Ability to understand complex information and legislation
* Ability to work with figures
* Excellent interpersonal and communication skills
* Ability to prioritise own workload and meet deadlines
* Proficient IT skills
* Ability to contribute to the work of a team
* Understanding of the issues around poverty and the impact on individuals and communities
* A commitment to the aims and principles of independent advice provision and its equality and diversity ethos
* Flexibility to work evenings dependent upon business requirements

***Desirable***

* Third Level Qualification in a relevant area (preferably law or social sciences)
* Experience of working as a welfare adviser.
* Citizens Advice, Advice NI or Law Centre Adviser Trained. (Applicants without training will be considered as a trainee adviser.)

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|  | **Essential** | **Desirable** |
| Education & Training | Good standard of education with ability to complete benefit calculations and undertake further training, | Third Level Qualification in a relevant area (preferably law or social sciences) |
| Experience | Experience of working with the public | Experience of working as a welfare adviser. |
| Skills | Ability to understand complex information and legislation  Ability to work with figures  Excellent interpersonal and communication skills  Ability to prioritise own workload and meet deadlines  Proficient IT skills  Ability to contribute to the work of a team | Citizens Advice, Advice NI or Law Centre Adviser Trained. (Applicants without training will be considered as a trainee adviser.) |
| ***Knowledge/***  ***values*** | Understanding of the issues around poverty and the impact on individuals and communities  A commitment to the aims and principles of independent advice provision and its equality and diversity ethos |  |
| ***Other*** | Flexibility to work evenings dependent upon business requirements  Can fulfill the mobility requirements of attending outreaches, going between offices and meetings. |  |

**Terms & Conditions of Service**

**Location:** **Hybrid Working to include CAAN main offices/outreaches**

**Hours of work:** **Hours Negotiable**

**Salary:**  **£28,100-£30,150 (entry level dependent on experience).**

**(Trainee Adviser level £25,900)**

**Leave:**  **25 days per annum plus statutory holidays (pro rata for part time hours),**

**this will increase with long service entitlement.**

**Pension:** **Access to a workplace pension**

**Other conditions of service shall be those applying to employees of Community Advice Antrim & Newtownabbey including:**

* **Death in Service Benefit**
* **Westfield Health & Wellbeing Policy**

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