**Job Description**

**CAAND Generalist Advisor:**

**Job Title: Generalist Advisor**

**Salary: £27,711 - £30,060**

**Responsible to: CAAND Manager**

**Location: Locations:  this post will involve having to travel to various GP surgeries on a weekly basis, in addition to office-based work**

**Job Purpose: To work in conjunction with GP Surgeries to provide an advice/support service to clients/patients on a range of issues by means of face to face, telephone and email. To provide** **advice, support and advocacy to clients, both within our offices and GP surgeries and at other locations, as and when required.**

**Advice giving**

* Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
* Use the Advice Pro Case Recording System to case record advice given
* Use information systems to research, interpret and communicate the relevant information.
* Research and explore options and implications so that the clients can make informed decisions.
* Act for the client where necessary by calculating, negotiating, drafting and/or writing letters and telephoning.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.

* Maintain a caseload when required. This would involve negotiating on behalf of clients with other statutory or voluntary agencies e.g. DHSS, housing bodies etc, accompanying and representing clients to such agencies where necessary
* Refer internally or to other specialist agencies as appropriate
* Ensure that all work conforms to CAAND’s Quality of Advice Standard and the Northern Ireland’s Quality of Advice Standard at the appropriate level.
* Maintain detailed case records as required for the purpose of continuity of casework information retrieval, statistical monitoring and report preparation.

**GP Outreach**

* Liaise with hosts and other associated arrangements for the delivery of services from the outreach location.
* Network with local groups and organisations to maximise opportunities for the service and, for example, giving talks to groups of potential clients.

**Social Policy**

* Assist with social policy work by providing information about clients’ circumstances through the appropriate channel.
* Inform clients of social policy options where appropriate.

**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 session /team meeting/staff meetings as appropriate

**Administration**

* Use Advice Pro for statistical recording, record keeping and document production
* Ensure that all work conforms to the office systems and procedures
* Provide statistical information on the number of clients and nature of cases.

**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 Community Advice Ards and North Down
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues