



CITIZENS ADVICE BARNSLEY

JOB DESCRIPTION

JOB TITLE:	General Advice Worker
CONTRACT:	Fixed – term to 31st March 2023
HOURS:	37 hours per week
SALARY:	£23,541 per annum
ANNUAL LEAVE:	30 days plus 10 public holidays
RESPONSIBLE TO:	Operational Manager
DBS CHECK:	Enhanced required

PURPOSE OF JOB

To deliver both community-based legal advice services in community settings and from within our offices, through all channels including, face to face, telephone, video, and digital.

KEY RESPONSIBILITIES

1. To deliver general advice sessions in community venues and our offices. Alongside delivering telephone advice and digital advice both from our office and your own home. Face to face outreach services will be delivered from various locations and at various times including both daytime and evening sessions
2. To advise clients in all social welfare categories of law, particularly focussing on debt / money management, welfare benefits, housing,

and employment through all channels including, face to face, telephone, video, and digital.

3. To provide follow-up work to a level agreed with the line manager.
4. To signpost and / or make effective referrals to other agencies as appropriate.
5. To ensure details in all client's records are accurate and kept in an orderly manner and that confidentiality is maintained at all times
6. To ensure that all clients records are entered onto the Citizens Advice electronic case management system
7. To assist with CAB social policy work by assisting with surveys and providing information about client's circumstances, statistical information and nature of cases.
8. To offer support to identified volunteers in liaison with the CAB Training Team and line manager.
9. To keep up to date with legislation, policies and procedures and attend training as appropriate.
10. To ensure advice is provided in accordance with Citizens Advice Membership and Quality of Advice standards.
11. To liaise with other statutory and voluntary bodies to maintain effective working relationships and effective referrals.
12. To maintain any monitoring statistics required by the funder and CAB to provide regular reports as may be required.
13. To help plan and participate in any evaluation of the project.
14. To attend appropriate internal and external meetings as agreed with the line manager
15. To work within CAB policies and procedures and uphold the Aims and Principles of the Citizens Advice Service and its policies at all times.

- 16.To carry out all duties in accordance with relevant health and safety legislative requirements, adopting safe working practices in all workplaces.
- 17.To undertake all other duties and responsibilities as agreed from time to time commensurate with the grade and nature of the post.

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PERSON SPECIFICATION

General Advice Worker

ESSENTIAL

1. At least 1 year's recent experience of delivering face to face or telephone general advice.
2. Up to date competencies in debt / money management, welfare benefit, housing and employment law.
3. Ability to communicate effectively and sensitively, both verbally and in writing, with a wide range of individuals.
4. Awareness of the social policy issues affecting clients
5. Excellent problem-solving skills
6. Experience of working on own initiative and ability to work without close supervision
7. Numerate and computer literate with experience in using Microsoft Office software and an ability to use IT in the provision of advice via an electronic case management system, case recording and the preparation of statistical/monitoring reports.
8. Good time management skills and ability to prioritise tasks and work to deadlines.
9. Ability to establish and maintain good working relationships with external and partner agencies.
10. Ability to summarise information, record it accurately and concisely and maintain effective administrative systems

11. Understanding of the need for confidentiality and a non-judgemental approach to advice provision
12. An understanding and commitment to work within the Aims and Principles of the Citizens Advice Service
13. Ability to travel effectively between different locations to outreach sessions and CAB offices.
14. Ability to meet enhanced DBS disclosure requirements

DESIRABLE

1. Competence in use of the Citizens Advice electronic case management system.
2. Competence in use of Quick Benefit software.