

## ENSA ADVICE

### About the Advice Service

Edinburgh Napier Students' Association founded its Advice Service in 1991 to provide Edinburgh Napier students with a professional, non-judgemental and accurate rights advice.

The 2 key principles on which ENSA Advice has always been based are its independence of the University, to avoid any conflict of interest; and client confidentiality.

The areas originally covered were funding, debt and money advice, dealing with tenancy and accommodation problems, employment rights, benefits and consumer advice. In 1993 the service expanded from one Merchiston based adviser to three, rolling out the service to students at Craiglockhart and Sighthill campuses. It also developed to cover education advice, in terms of helping students obtain extra support, advising and supporting student appeals and complaints, and accompanying students to disciplinary hearings at the University.

The Students' Association HQ is based on Merchiston Campus and this is where most students engage with the service. Craiglockhart and Sighthill are smaller, less busy satellite sites. Across campus the service sees around 1000 students each year and provides information and promotional material.

ENSA Advice uses "Blue Door" for case recording and has access to Advisernet. The current vacancy has been created to replace a recently retired adviser.

### Person Specification

1. You will be able to relate well to students as a client group and be aware of the issues they may have as service users.
2. You will be a competent and confident adviser with at least one year's sound client casework experience in a welfare rights-based environment in a paid capacity, or 2 as a volunteer adviser.
3. You will be able to manage a caseload, from initial contact to exit, progressing cases timeously, liaising with third parties, maintaining client case-notes, records and statistics timeously.
4. You will be able to work in a stand-alone capacity and be resourceful in sourcing accurate and up to date information for clients, but you shall also be part of a small advice team within the Students' Association, contributing ideas and experience to the continuous development of the service.
5. You will have effective and appropriate communication skills, both verbal and written and ideally have experience in drafting publicity material.
6. It would be desirable for you to have some presentation skills in terms of being able to promote the service to students and academic and professional staff of the University, and playing a part in welfare focused awareness campaigns.
7. Familiarity with Microsoft Office (principally Word), and ideally some familiarity with a case management package, such as Blue Door, would be advantageous.