**HAMILTON CITIZENS ADVICE BUREAU**

**ADVICE WORKER (Beacons Project)**

**Job Description & Person Specification**

**Job Title: Advice Worker**

**Responsible to: Team Leader – Health & Wellbeing**

**Hours of Work: 35pw**

**Salary Scale: £25,770**

**Fixed Term: 24 months fixed term**

**Main Responsibilities**

1. To provide and/ or ensure advice, assistance and representation to people seeking help with money, social security benefits, housing and other social issues;
2. To provide day-to-day support and supervision for Project Peer Support Workers
3. To develop and maintain positive working relationships with Beacons staff and volunteers, Liber8 staff, health and social care practitioners and other partners
4. To contribute to the development of the service, testing out new ways of working using a holistic and where appropriate a multi-agency approach;
5. To operate within the policies and operational procedures of Hamilton CAB and ensure effective implementation of agreed project systems.

**This will include:**

1. Providing holistic advice, assistance and representation for people using the service working within the parameters of the Project objectives; ethical and professional standards to Type II Welfare Benefits and Housing as described in Scottish National Standards and Type I competence in other areas of advice.
2. Casework and where appropriate representation at Social Security Tribunal Hearings
3. Providing, or ensuring provision of, intensive practical support for people who need it making use of all community based formal and informal resources
4. Providing supported referrals to CAB and other local services
5. Establishing and developing positive collaborative working relationships with the Beacons staff and volunteers, health and social care staff and other key stakeholders;
6. Participating in multi-agency case management and practitioners meetings as appropriate
7. Working with the Beacons design group, contribute to the design, development and delivery of the service
8. Operating within Hamilton CAB policies and procedures – particularly data protection, case management, safeguarding and health & safety
9. Capturing project monitoring and social policy information in order to inform local policy and service development.
10. Monitor and report back on social policy issues arising through the delivery of the service
11. Maintaining your personal competence level and developing knowledge and skills;
12. Undertake any other work, consistent with the purpose of the post, as directed by the Team Leader / Chief Officer

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**PERSON SPECIFICATION – ADVICE WORKER – BEACONS PROJECT**

**ESSENTIAL Criteria**

* Knowledge and competence to Scottish National Standards for Information & Advice Providers (SNS) Type II in social security benefits – particularly health and disability related benefits
* Knowledge and competence to SNS Type II Housing
* Knowledge and general competence in all other areas of advice such as debt, utilities, employment and relationships
* Recent experience of working in a public-facing advice organisation
* Experience of supporting and supervising staff
* Recent experience of representation in tribunals and/ or willingness to undertake training to achieve this
* Well-developed communication, negotiation, influencing and facilitation skills
* Robust IT skills with experience of Microsoft office software electronic case management and research systems
* Experience of carrying and managing a complex caseload
* Understanding of the needs and motivation of volunteers
* Ability to work in a holistic, person centred way, encouraging and supporting self-management and recovery
* Ability to work under pressure, on your own initiative, but also to be part of a team
* Ability to work in a systematic manner with attention to detail
* Ability to prepare concise reports and case studies
* Excellent organisational, communication and report writing skills
* An ability to deal with people using our service and other professionals in a sensitive and professional manner
* Commitment to the principle of a person centred, volunteer led service
* Commitment to the aims of Hamilton CAB
* Commitment to CAB Equal Opportunities Policy

**DESIRABLE criteria**

* CAB Generalist Adviser competence
* SNS Type III Welfare Rights and experience of tribunal representation
* Good working knowledge of the statutory and voluntary agencies in the area
* Awareness of local Alcohol and Drug Partnership strategy and services
* An understanding of Recovery Orientated Systems of Care
* Experience of working with people who are at times chaotic and marginalised, whose behaviours can challenge services, and supporting them to become more socially integrated and able to access services.