



Drumchapel Citizen's Advice Bureau (CAB)

Job Title: Generalist Adviser/Outreach Worker
Project – Independent Age

Introduction:

The Generalist Adviser/Outreach Worker will provide a high standard of holistic advice and support across various outreach locations in the west of Glasgow. The project is designed to address crucial community needs and disadvantages faced by older individuals, particularly those marginalised and vulnerable.

Key Work Areas and Tasks:

Advice Giving

- Interview clients using sensitive listening and questioning skills to allow them to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice Information System(s) to find, interpret, and communicate relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning 3rd parties.
- 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 bureau's Office Manual and Quality Standards at the appropriate level.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.

Social Policy

- Assist with social policy work by providing information about clients' circumstances through the appropriate channel(s).
- Alert clients to social policy options.

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 sessions/team meetings/staff meetings as appropriate.

Administration:

- Use IT for statistical recording, record keeping, and document production.
- Ensure that all work conforms to the bureau's systems and procedures.
- Provide statistical information on the number of clients supported and the nature of their 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.
- Share evening and weekend operational hours on a rotational basis with other paid staff.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none">• A minimum of at least 1 year experience in working in the Advice sector.• Experience in giving advice on a range of subjects to members of the public covering Money, Housing, Social Security, Employment and Legal advice.• 	<ul style="list-style-type: none">• Writing formal letters and preparing reports, plans and proposals
Skills and attributes	<ul style="list-style-type: none">• Ability to communicate and establish good relationships with a range of people• Ability to work without close supervision, prioritise own work and meet deadlines• Ability to deal with difficult situations in a calm, effective non-confrontational manner• Ability to communicate effectively, both orally and in writing• Ability to network with other groups within the community• Ability to gather and accurately record statistics• Excellent organisational skills	<ul style="list-style-type: none">• Understanding of the needs of people who may be vulnerable, distressed or under stress• Ability to produce statistical and written reports to funders• Ability to look at the development of services and implement improvements with minimal input

	<ul style="list-style-type: none"> • Ability to work under pressure 	
Knowledge	<ul style="list-style-type: none"> • An understanding of Castle case recording systems and procedures • An understanding of the needs of the funders relating to clients, client profiles, recording of cases and financial gains. 	<ul style="list-style-type: none"> • Knowledge of local voluntary organisations
Values and attitudes	<ul style="list-style-type: none"> • An understanding and commitment to the aims and principles of the CAB service and to the policies and procedures of the Bureau. 	<ul style="list-style-type: none"> • An understanding of the need for partnership working and a proactive approach to same.
Other	<ul style="list-style-type: none"> • A willingness to identify and undertake relevant training • Ability to work flexibly and to travel to a variety of locations within the area • 	.