**Position:** Adviser – ( Welfare Rights, Housing & Debt)

**Location:** Edinburgh

**Salary Range:** £24,736 – £26,495

**Position Type:** Permanent, Fulltime

**Closing Date:** 22nd of July 2024

Do you want to help **alleviate poverty** and improve the lives of individuals, families and children?

Within the UK there is over **£19bn** a year in unclaimed welfare benefits, and in **Edinburgh** an estimated **80,000** people and **1 in 5 children** are living in relative poverty.

**Are you:**

* Passionate and committed to making a meaningful difference for individuals, families and children.
* Able to quickly learn complex rules and legislation on Welfare Benefits, Debt and Housing.
* Able to grow trusting relationships in a formal setting.
* Understanding of people’s journeys and the challenges they have had in their lives, and how poverty can have an impact on them.

**As an Adviser in CHAI You will :**

* Provide high quality accurate advice, information and representation in line with the Scottish National Standards for Information and Advice Providers.
* Provide advice within a range of setting from **GP surgeries**, **Schools**, **Mental Health and Recovery Hubs** and **local community** venues.
* Conduct interviews with clients either in person, on the telephone or virtually.
* Facilitate better outcomes for people which will help improve their **financial situation** and their **mental and physical health**.

**We offer the following:**

* Extensive training programme
* Flexible working
* Access to Simply Health benefit plan
* 32 days annual leave (inclusive of public holidays)
* Enrolment to NOW Pension Scheme
* Supportive work environment
* Opportunities to improve services and make a difference

**Applying**

Please send your CV and a covering letter detailing why you are interested in the post and how your knowledge, skills, experience and personal qualities will fulfil the job description and person specification to:

Email : **recruitment@chaiedinburgh.org.uk**



**Job Description**

**Job Title:** **Adviser – ( Welfare Rights, Housing & Debt)**

**Location : Edinburgh**

**Reporting to: Service Manager**

**Position Type: 35.75 hours per week (Full time–permanent)**

**Salary Range:**  **£24,736 – £26,495**

**Job Purpose**

To provide high quality advice and representation to individuals and families on income maximisation, welfare benefits, debit, housing and money, in line with the Scottish National Standards for Information and Advice Providers.

The advice will be provided within a range of settings from GP surgeries , Schools, Mental Health & Recovery Hubs and local community venues.

By joining our team, you will be helping **alleviate poverty and improve individuals, families and children’s lives** and ensure our **Vision** is fulfilled, in that **no one in our communities endures hardship**.

**Role and Responsibilities**

**Advice**

* Provide high quality accurate advice, information and representation in line with the Scottish National Standards for Information and Advice Providers.
* Build positive trusting relationships with individuals and families requiring advice.
* Conduct interviews with clients either in person, telephone or virtual.
* Maintain accurate records and fully utilise the Advice Pro recording system.
* Manage and maintain ongoing advice casework.
* Communicate effectively with third parties on behalf of the client.
* Signpost people to relevant specialist support services where appropriate.
* Maintain accurate computer records in line with CHAI procedures and ensure all client mandates are in line with Data protection legislation.
* Provide consultation support to other professionals on advice.

**Service Development**

* Support the development of services within their various locations, through maintaining positive relationships with our partner organisations; health care professionals, community link workers, social workers, and support workers.
* Promote the service and represent CHAI to other agencies.
* Deliver training or briefing sessions to help other professionals understand the welfare system and how they can support individuals.
* Prepare as required reports on the outcomes and impact of the service to the Service Manager and Partners.

**Personal Development**

* Actively participate in all training sessions provided.
* Maintain up-to-date knowledge of development in welfare benefits, debt issues and housing issues and participate in any training and activities.
* Keep accurate individual training records.

**Organisational**

* Adhere to the policies and procedures of CHAI.
* Actively participate in Team and Organisational meetings
* Participate in the development of CHAI services .
* Feedback on the review of organisational policies and procedures.
* Promote and represent CHAI services positively.
* Perform other reasonable related duties as required.

**We offer the following**

* Flexible working
* Access to Simply Health benefit plan
* 32 days annual leave (inclusive of public holidays)
* Enrolment to NOW Pension Scheme
* Extensive training programme
* Full and part time opportunities
* Supportive work environment
* Opportunities to improve services and make a difference

CHAI (Community Help & Advice Initiative

28 Westfield Avenue Edinburgh EH11 2QH

Tel: 0131 442 2100

Fax: 0131 443 5891

Email: chai@chaiedinburgh.org.uk

Web: [www.chaiedinburgh.org.uk](http://www.chaiedinburgh.org.uk)

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| **Person Specification****Adviser**  |
| **Essential** | **Desirable** |
| **Qualification** |
| * Ability to quickly learn complex rules & legislation on Welfare Benefits, Debt and Housing.
 | * Educated to Diploma / Degree level / SCQF 7
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| **Knowledge, Skills & Experience** |
| * Experience of developing trusting relationships in a formal setting.
* Ability to work independently and use own initiative and work collectively as part of a team.
* Experience of managing a caseload whilst working with vulnerable groups.
* Ability to prioritise caseload, review & update cases, and work to agreed time scales.
* Excellent communication and networking skills.
* Ability to follow policies, procedures and processes.
* Excellent literacy and numeracy skills, and the ability to write clear and comprehensive case notes.
* High level of computer literacy.
* Understanding of the welfare benefits system.
* Ability to research problems and find solutions.
* Ability to interact positively with colleagues and networks across a range of levels.
 | * Experience of providing high quality accurate advice, information and representation in line with the Scottish National Standards for Information and Advice Providers.
* Experience of working within a social care environment.
* Awareness of legislation in safeguarding , health & safety and data protection.
* Advocacy skills.
* Knowledge of using a case management system e.g. AdvicePro.
* Good knowledge of support agencies in Edinburgh.
* Understanding of trauma informed practice.
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| **Personal Qualities** |
| * Passionate and committed to making a meaningful difference for individuals, families and children.
* Understanding of peoples journeys and the challenges they have had in their lives, and how poverty can have an impact on them.
* Demonstrate commitment to a person centred approach.
* Pro-active approach to identifying client needs and accommodating them.
* Flexible approach to the working environment.
* Ability to work under pressure.
* Ability to keep knowledge and skills up to date and be motivated to do so.
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| **Other** |
| Will be required to obtain a Protection of Vulnerable Groups Scheme Record Disclosure |