**Job Title:** Outreach Adviser

**Hours:** 28 per week

**Salary:**  £29,000 pa pro rata (£23,200) plus pension (fixed term for 2 years, continuation contingent on funding.)

# About the role

The postholder will deliver generalist advice and information via Outreach Clinics in within the community, and sometimes via phone, email or at the Bureau itself.

Although a general advice role, the work will have a focus on assisting people in or at risk of financial hardship by helping them maximise their income through accessing available benefits, settlements, grants, discounts, schemes and other entitlements.

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# Job description

**Key responsibilities**

1. Engaging with clients to identify needs, researching and exploring options with them, and taking steps to address concerns. This can include completing forms and applications, advocating for clients with external agencies, providing information so clients can make informed decisions and take action, and challenging decisions on benefits or other issues (up to mandatory reconsideration and appeal.)
2. Delivering generalist advice services in local outreach settings (e.g. community centres, libraries, etc.), and at times by phone, email or at the Bureau itself.
3. Organising all tasks associated with delivering agreed outreach clinics including bring materials from the Bureau, setting up the space, liaising with the key contact at the host organisation, and clearing up at the end of the session.
4. Ensuring all information is recorded promptly and accurately in the online CASTLE client information and management system, in line with bureau policies including Confidentiality, Data Protection, Data Security and Quality Assurance Frameworks.
5. Managing own administration, case work, diary and time effectively.
6. Producing reports from work activities for monitoring or other relevant purposes.
7. Actively participating in team meetings and learning sessions.
8. Offering knowledge, skills and support to colleagues within and outwith the CAB, especially on complex cases or issues where the postholder has specific expertise.
9. Identifying cases where policy or processes have had a negative impact on clients and providing anonymised details to support national and local campaigning.
10. Following policies and procedures (e.g. service planning, delivery and evaluation, Equality and Diversity, Health and Safety, Confidentiality and Data Protection.)
11. Updating own understanding of benefits, entitlements, legislation and other relevant information through support from the line manager, professional colleagues, relevant training and self-directed learning.
12. Engaging in sessions for support and supervision with the line manager.
13. Undertaking any other duties consistent with the purpose of the post and capabilities of the postholder by agreement with the Line Manager.

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# Person specification

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|  | **Essential** | **Desirable** |
| **Experience** | 1. Demonstrable experience (paid or unpaid) of providing advice and information services. 2. Experience of managing a caseload, including for clients experiencing complex issues. 3. Self-motivated, with experience of organising and prioritising a busy, complex workload, under pressure, using own initiative while also contributing effectively to a team. | 1. Citizens Advice Bureau certificate of competence in generalist advice work 2. Experience providing reports to funders, elected members, managers, etc. |
| **Skills** | 1. Clear verbal communication skills (e.g. for engaging with and advocating for clients with external agencies.) 2. Effective writing skills (e.g. for work planning, case recording, monitoring and evaluation, note-taking, correspondence and report writing.) 3. Ability to complete forms and support individuals in completing their forms. 4. Confidence in using IT and telephony systems including for case recording, correspondence with agencies, diary management and providing advice. | 1. Willingness to progress in the role and develop skills to a higher level. |
| **Knowledge** | 1. Up to date understanding of the UK and Scottish benefits systems, especially related to disability. Knowledge of debt, employment and housing also desirable. 2. Understanding of online client information and management systems. 3. Awareness of local voluntary and statutory services for client signposting and referrals. | 1. Knowledge of the local area and organisations. 2. Experience of using the CASTLE case management system. |
| **Other issues** | 1. Commitment to the aims and policies of Dalkeith Citizens Advice Bureau and to working within a client driven, volunteer-led community information service. 2. Willingness to undertake a basic disclosure check through Disclosure Scotland. 3. Willingness to travel within Dalkeith and District to deliver services and occasionally, beyond. | 1. Full driving license and use of a vehicle |