

- > **Job Title: Benefits and Debt Adviser**
- > **Responsible to (line management): Operations Manager**
- > **Location : Glasgow North West (Maryhill, Possilpark and surrounding area)**

Job description

Key responsibilities

- > To conduct in person, telephone, web chat and video call interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities
- > To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability
- > To build positive relationships with a variety of stakeholders
- > To work patiently and tactfully in a non-judgemental manner with protected adults to build their trust and engagement in the work
- > To develop formal links with other support agencies that could provide other support for clients to further better their circumstances
- > To liaise where appropriate with bureau staff and other relevant agencies as appropriate
- > To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation
- > To ensure that all work meets quality standards and the requirements of the funder
- > To remain up to date with all relevant legislation and practice in relation to welfare benefits, debt, immigration, housing.
- > To adhere to all GDPR requirements and CAB policies.
- > To provide regular reports on the functioning of the work as well as progress and learning achieved
- > To work to Scottish National Standards for Information and Advice giving and Citizens Advice Scotland Quality Advice Framework
- > To liaise, communicate with and be operationally responsible to the Operations Manager

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

Person specification

Knowledge, skills and experience

Essential

- > Demonstrable experience of delivering advice in welfare benefits, debt, housing and immigration.
- > Understanding, maintaining and practising high standard of case recording requirements as according to the project specification, CAS quality assurance and Scottish National Standards
- > Ability to use telephony and IT systems to deliver services across multiple channels (web chat, telephony and video) via Avaya, Near Me, Zoom, Teams and other systems
- > Experience of using a range of IT tools to carry out work, including case management systems, Microsoft Office, internet and email etc.
- > Ability to work without supervision and prioritize workload
- > Experience of working with people with multiple and complex needs
- > Experience of working with protected adults and ability to deal with issues sensitively
- > Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
- > Excellent organisational skills
- > Ability to work across multiple teams and build effective stakeholder relationships quickly
- > Knowledge of a range of enquiry areas to aid with identifying emergencies
- > A commitment to the aims and principles of Citizens Advice Bureau
- > Ability to operate as a team player and communicate effectively with colleagues and managers

Desirable

- > Experience working remotely, on webchat and video conferencing (Near Me)

Glasgow North West Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.

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Company number: SC202642

Charity name: Glasgow North West Citizens Advice Service