# Icon Description automatically generatedRole Profile



# Generalist Adviser

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| Job title | Generalist Adviser/Trainee Generalist Adviser | | |
| Reporting to | Service Delivery Manager | | |
| Hours | 37 hours per week | | |
| Starting salary | £29,560 per annum (Trainee rate £26,067) | | |
| Contract | Permanent | | |
| Work base | Hull - The Wilson Centre with travel to outreach venues | | |
| Responsibilities | |  |  |
| **Purpose of the Post:**  The Post holder will work as part of the Generalist Advice team to:   1. provide a generalist legal advice service in a range of subject areas including welfare benefits, debt, housing, family and employment. 2. provide a person-centred, holistic approach to helping people solve their problems.   **Main Duties**   1. **Advice**     1. To provide a legal advice service to the Advice Quality Standard (AQS) to clients via means of telephone advice, digital advice (email and webchat), and face to face delivery.    2. To assess the specific needs of people and co-ordinate referrals into available services, including voluntary and community sector groups and organisations.    3. To provide accurate and up-to-date records in line with the requirements of the service contract, capturing feedback, outcomes and following up referrals.    4. To ensure that all case recording conforms to CAHER’s office manual and the Advice Quality Standard (AQS) requirements.    5. To liaise, and negotiate where appropriate, with organisations and individuals who may come into contact with clients   **2 Professional Development**  2.1 To maintain continuous professional development and keep up to date with  legislation, case law, policies and procedures relating to generalist advice law  areas.  2.2 To attend relevant internal and external meetings as agreed with the line manager  and prepare for, and attend supervision sessions**.**  **3 Administration**  3.1 Use IT effectively to enable placed based working, accurate statistical recording,  record keeping and document production.  3.2 Maintain reference material and local information systems.  3.3 Ensure that all work conforms to CAHER’s administrative policies and procedures.  **4 Research & Campaigning**  4.1 Assist with research and campaigning work by providing information about clients’  circumstances, statistical information and profile information and cases studies.  4.2 Assist the line manager to monitor service provision to ensure it reaches the widest  possible client group.  4.3 Alert other staff to local and national advice issues.  **5 Other duties and responsibilities**  5.1 Uphold the aims and principles of the Citizens Advice service and its equality and  diversity policies.  5.2 To be responsible for the safety, health and welfare of yourself and others in  accordance with relevant Health & Safety legislation and CAHER’s policies  5.3 To ensure that the policies of Citizens Advice are observed, including those relating  to Membership requirements, equality and diversity, safeguarding, information  governance and data protection. Any breach must be authorised by a Line  Manager beforehand.  5.4 In addition to the tasks and duties listed in the job description, to undertake such  duties as may be identified and which are generally compatible with the functions  of the post. | | | |

Person Specification

***This criteria is used to assess at the shortlisting stage. Please give examples of these points on your application form.***

If you are applying as a trainee and do not have the relevant experience please apply demonstrating which transferable skills you have and how you can develop into the role.

**Essential requirements:**

**Attitudes**

1. A commitment to the aims, principles and policies of the Citizens Advice service and a strong and impartial commitment to assisting individuals with poverty-related problems.

**Knowledge and Experience**

1. Experience, or ability and willingness to learn to deliver the full range of Generalist Advice on behalf of clients and an awareness of the current law and policy in relation to welfare rights and money advice.
2. Awareness of the current law and policy in relation to welfare rights and money advice, other areas of advice work and how they interconnect
3. Experience of working to achieve targets set by your line manager or funding body.

**Skills and Ability**

1. Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
2. The ability to work independently and part of a team effectively, with minimum supervision.
3. Effective oral communication skills with the ability to communicate with members of the public from different backgrounds, decision makers, and other outside bodies, advocating on behalf of clients.
4. Numerate, with good written communication skills to complete budgets, benefit calculations, financial statements, complex forms and correspondence on behalf of clients.
5. Ability to research, analyse and interpret complex information and produce and present clear verbally and in writing.
6. The ability to be self-servicing, to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative.
7. Understanding of the issues affecting society and their implications for clients and service provision.
8. The ability to travel and work from outreach venues and partner premises.

**Desirable requirement:**

1. At least one year’s experience of the legal advice at a generalist advice level.