**Generalist adviser job description and Person Specification**

**Description**

Citizens Advice Harrow is looking to recruit a dedicated and enthusiastic individual to join our team to provide advice and information to help local people.

The right candidate will have recent and extensive experience of giving generalist advice to the public in a busy environment across a number of channels.

**Responsibilities**

Advice giving

•Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.

•Use the Citizens Advice AdviserNet website to find, interpret and communicate the 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.

•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 the Advice Quality Standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.

•Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

•Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and campaigns

•Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

•Alert clients to research and campaigns 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 of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure IT information assurance training is completed on an annual basis.

•Ensure that all work conforms to the bureau's systems and procedures.

•Provide statistical information on the number of clients and nature of cases.

Other duties and responsibilities

•Complete the required training to comply with quality assurance processes.

•Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

•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**

•Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.

•A good up to date understanding of equality and diversity and its application to the provision of advice.

•Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

•Ability to monitor and maintain own standards.

•Effective written and oral communication skills with particular emphasis on negotiating.

•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.

•Understanding of the issues affecting society and their implications for clients and service provision.

•Ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production.

•Ability and willingness to work as part of a team.

•A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.

•Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.

•Ability to understand statistics and check accuracy of calculations.