**2023 Paid Adviser-**

**Job Description and Person Specification**

**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.
* Ensure that all work conforms to the organisation’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 advice, information retrieval, statistical monitoring and report preparation.

**Research and Campaigns**

* Assist with research and campaigns work by providing information as appropriate.
* Alert clients to research and campaign options.
* Keep up to date with legislation, policies and procedures and undertake appropriate training.

**Administration**

* Attend relevant internal and external meetings as agreed with line manager.
* Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
* Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
* Ensure all work conforms to the organisation’s systems and procedures.

**Other**

* Complete required training to comply with quality assurance processes.
* Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.

**Person specification**

**Essential Criteria**

* Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
* Proven understanding of equality and diversity and its application to the provision of advice.
* Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
* Understanding of the issues affecting society and their implications for the client and service provision.
* Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
* Ability to understand statistics and check accuracy of calculations.

**Desirable Criteria**

* Experience of working with clients advising on or administering Welfare Benefits.
* Knowledge of providing debt advice.
* Experience of Universal Credit.

In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.