**Generalist 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.
* To provide advice on the main enquiry areas, particularly welfare benefits, debt and income maximisation through a range of channels including phone, email and face to face.
* 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 management.
* Prepare for and attend supervisor sessions/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**

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Proven understanding of equality and diversity and its application to the provision of advice.
3. 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.
4. Understanding of the issues affecting society and their implications for the client and service provision.
5. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
6. Ability to understand statistics and check accuracy of calculations.
7. A proactive approach to prioritising own work, meeting deadlines and managing workload in a pressured environment, with conflicting priorities.
8. Ability to communicate effectively and sensitively both verbally and in writing with a range of different audiences.

*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.*