

Job Description

TITLE:	HOME VISITING ADVISOR ROLE
REPORTING TO:	SUPERVISOR
HOURS OF WORK and SALARY:	35 hours £19,247
LOCATION:	ANY WIRRAL VENUE (as required)

MAIN PURPOSE

This adviser role is to support those clients who have been assessed as needing more than self help or assisted information and require a home visit due to ill health, vulnerability or caring responsibilities, meaning they are unable to attend an advice outlet. The client would receive advice and support immediately, or be referred for ongoing support, where deemed appropriate. This adviser role will support the Ask Us Wirral service and will provide advice in the main through home visiting, but also by email, web-chat and telephone. Advisers will research all client options, complete basic form filling, explain rights and responsibilities, and negotiate with third parties. Advisers are required to ensure electronic client information and records are accurate, reflect the advice given and comply with the Quality Advice process. The advisor will pass clients onto Caseworkers if they require support for complex issues, if they are vulnerable or they are adults with mental health problems whose issues cannot be dealt with by the Advisor.

DUTIES

- Use the electronic information system and relevant reference books to find, interpret and communicate the relevant information.
- Ensure that all advice conforms to the organisation standards and the AQS
- Ensure that all work conforms to the organisation's systems and procedures
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

ADVISER ROLE Person Specification

NOTE TO APPLICANTS: Whilst all criterions below are important, those under the essential heading are the key requirements. You should pay particular attention to these areas and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview

Essential Criteria	Requirements, Skills, Knowledge and Experience etc.
1	Ability to commit to and work with the aims, principles and policies of Citizens Advice Wirral.
2	A good up to date understanding of equality and diversity and its application to the provision of good quality advice e.g.for those clients who are vulnerable or have mental health issues
3	Recent relevant knowledge and experience of advice work to include Welfare Benefits, Housing, Debt, Employment, Consumer and Community Care.
4	Ability to monitor and maintain own standards, using IT systems
5	Ability to interview and assess clients,using questioning skills to get to the root of the issues, whilst maintaining structure and control of interviews
6	Ability to research, analyse and interpret complex information and produce and present clear advice, letters and reports, verbally and in writing. Ability to understand statistics and check accuracy of calculations.
7	Ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production.
8	Ability and willingness to work as part of a team and have a flexible approach as and where required by client need. Flexibility to work out of hours as required by a Rota
9	A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.
10	Effective written and oral communication skills with particular emphasis on negotiating.
11	Skills and Knowledge to create positive case studies for funder reports and assisting in and gaining service users feedback to improve - enhance services.
Desirable	
12	Experience of working with and mentoring volunteers
13	Experience of carrying out benefit calculations to assess entitlement
14	Experience of working with Google email, drive and systems.
15	Recent Citizen Advice Full advisor certificate or experience of giving advice to clients.