**Rural Affordable Warmth Project (RAW)**

**JOB DESCRIPTION AND PERSON SPECIFICATION**

**Context of role**: Reporting to the Energy Projects Manager

**Role Purpose**: to provide and co-ordinate in partnership with Changeworks a pathway for clients to access advice. To provide advice direct to clients.

**JOB DESCRIPTION**

**KEY WORK AREAS AND TASKS**:

**Advice giving**

* Advise clients on all benefit entitlements.
* Accepting referrals to the project from other departments in regards to key areas and undertaking all related case work on behalf of clients related to the same.
* Pro-actively implementing strategies to ensure that the project remit is met by targeting the beneficiary groups effectively and appropriately.
* 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 Information System 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.
* Have experience in referring cases internally or to other other specialist/external agencies as appropriate.
* Assisting the Bureau Trainer to deliver training when required in regards to the key areas.
* Ensure that all work conformsto the bureau’s Office Manual and Quality Standards at the appropriate level.
* Have experience of capturing data, maintaining and producing detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

**Social Policy**

* Assist with Social Policy work by providing information about clients circumstances through the appropriate channel.
* Alert clients to social policy options.

**Professional Development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessios/team meetings/staff meetings as appropriate.

**Administration**

* Use IT for statistical recording, record keeping and document production.
* 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**

* 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 Citizens Advice Bureau service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**PERSON SPECIFICATION**

* Understanding of and commitment to the aims and principles of the Citizens Advice Bureau service and it’s equal opportunities policies.
* Experience of giving advice on Welfare Rights, Consumer, Housing, and Money Advice issues.
* 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.
* Understanding of the issues involved in interviewing clients.
* Understanding of the issues affecting society and their implications for clients and service provision.
* Ability to use I.T. in the provision of advice.
* Flexibility and willingness to work as part of a team.
* Willingness to learn and develop skills in advice topics.
* Ability to research, analyse and interpret complex information.
* Numeracy skills required to understand statistics and check calculations.