



Generalist Adviser

Job Description

Main duties and 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 letters and telephoning.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard 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 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 the 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.