

Recruitment person specification

Post being recruited for: Advice Line Advisor

Our Behaviours

These apply to all posts

Respect

Integrity

Person specification

Category

Essential

Desirable (not every post needs desirable requirements)

Experience

Experience of dealing with a wide range of individuals and organisations including vulnerable groups.

Experience of dealing with a heavy workload whilst working under pressure to meet deadlines/service targets.

Experience of undertaking assessments relating to individuals' practical/support/welfare/debt needs.

Experience of providing advice to people with regard welfare rights entitlements and debt matters.

Experience in dealing with individuals who are upset and facing crisis situations.

Knowledge, skills and understanding	<p>Awareness of the framework and context for welfare rights legislation and debt provision.</p> <p>Aptitude and ability to communicate a wide range of information and legislation etc.</p> <p>Ability to deal with clients who are suffering from hardship in a tactful and sensitive manner.</p> <p>Ability to keep up to date with legislative changes and developments.</p> <p>Ability to prioritise cases.</p> <p>Ability to work well with others in a team setting and with individuals and agencies.</p> <p>Ability to accurately gather and record customer data information for case recording.</p> <p>Computer literate.</p>	<p>Sound knowledge of welfare rights and/or debt legislation.</p> <p>Record and report writing skills.</p>
Qualifications and training	<p>A good standard of general education.</p>	<p>Relevant qualification and/or training.</p>
Job specific requirements	<p>Understand customer rights, entitlements, needs and expectations, and how they apply to the services provided.</p> <p>Support customers to ascertain their needs.</p> <p>Apply Health and Safety, Data Protection, Equal Opportunities, Disability Discrimination, and other legislative and regulatory directions and procedures to the services that are delivered to customers.</p> <p>Operate systems, procedures and guidelines applicable to services provided. Includes, collate and maintain accurate records.</p>	

