

# Dundee Citizens Advice Bureau

## Money Talk Plus Project Adviser

Dundee Citizens Advice Bureau is an independent and innovative advice organisation, providing holistic advice and support to local people.

The Money Talk Plus Project adviser will provide advice on all aspects of income maximisation, including assisting clients to access welfare rights benefits, emergency support and funds.

The role will be based in our office at Dundee Central Library with the possibility of some home working upon successful completion of probation period.

### Job description

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#### Key responsibilities

- To conduct multi-channel interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability
- To provide generalist advice and assist clients in income maximisation and accessing emergency support and funds where available
- Act for clients as necessary by undertaking calculations, negotiating with third parties, completing applications, drafting and writing letters
- Signpost clients who can self-help
- Develop and maintain working knowledge in relevant legislation including welfare rights and benefits
- To liaise where appropriate with bureau staff and other relevant agencies
- Participate in presentations, outreaches and other community engagement activities as required
- To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- To adhere to company principles and to ensure that all work meets quality standards and the requirements of the funder
- Contribute to overall efficiency and quality of processes and procedures
- Provide information and reports for project reports
- Form effective working relations and networking with other organisations and stakeholders ensuring collaborative approach in service delivery.
- Assist in promoting and raising awareness of the service.

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- Attend in-house and external training courses as appropriate
- Attend team and staff meeting as required.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau management and Board.

## Person specification

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- An understanding of and commitment to the aims, principles and policies of the Citizens Advice service.
- Experience of providing advice to the Advice Quality Standard or the willingness and ability to undertake training
- Knowledge of relevant legislation, documentation, rules and regulations relating to benefits and energy advice or a willingness and ability to undertake training
- Good oral communication skills and the ability to communicate well with a wide cross section of people including members of the public, statutory and non-statutory agencies.
- The ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and on preparing letters and reports
- The ability to monitor and maintain own standards, prioritise work and meet deadlines and targets
- The ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- An organised approach and the ability to work as part of a small team as well as on own initiative.
- The ability to research, analyse and interpret complex information and numeracy skills at level required to undertake the role effectively.
- A commitment to continuing professional development
- Preferably, the regular use of a car for work purposes including home visiting and outreach.
- Ability to speak to groups and organisations about the work of the Bureau.

## Desirable Requirements

- The Scottish Citizens Advice Certificate in Generalist Advice

## Additional requirements

The post is subject to disclosure of criminal history information and the receipt of a satisfactory Basic Disclosure Certificate