**Position:**  **Community Advice Newry, Mourne and Down –Graduate Trainee Adviser Post**

**Date:**   **September 2021**

**Term: 12-month fixed term (Extension subject to funding)**

**Location: Ballybot House**

**Key work areas and tasks:**

**Advice giving**

* Interview clients over the phone or face to face using sensitive listening and questioning skills in order to identify query and present solutions
* Use information sources to find, interpret and communicate the relevant information.
* 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.
* Refer internally or to other specialist agencies as appropriate.
* Ensure that all work conforms to the Office Manual and quality standard requirements
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Assist with social policy work by providing information about clients’ specific circumstances and ensuring recording of same.
* Attend Outreach clinics if required

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training including a recognised accredited adviser training programme within the probation period
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

**Administration**

* Use IT for statistical recording, record keeping and document production.
* Ensure that all work conforms to systems and procedures.

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

### TRAINEE ADVISER

### Person Specification

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|  | **Essential** | **Desirable** |
| Education & Training | Third Level Qualification in a relevant area (preferably law or social sciences) |  |
| Experience |  | Experience of working with the public |
| Skills | Ability to understand complex information and legislationAbility to work with figuresExcellent interpersonal and communication skillsAbility to prioritise own workload and meet deadlinesProficient IT skills Ability to contribute to the work of a team |  |
| ***Knowledge/******values*** | Understanding of the issues around poverty and the impact on individuals and communitiesA commitment to the aims and principles of independent advice provision and its equality and diversity ethos |  |
| ***Other*** | Flexibility to work evenings and weekends dependent upon business requirements |  |

**TERMS AND CONDITIONS OF SERVICE**

**Contract type:**  12-month Fixed Term Contract

**Location:**  Community Advice Newry, Mourne and Down. Ballybot House, Newry.

**Salary:**  £18,200

**Hours of work:**  35 hours

**Leave Entitlement:** 25 days plus statutory days

**Pension Entitlement:**  We are currently enrolled in a Pension Scheme.

Other conditions of service shall be those applying to employees of Community Advice Newry, Mourne and Down.

Community Advice Newry, Mourne and Down is an equal opportunities employer and we welcome applications from all sections of the community.