

**Cheetham Hill Advice Centre  
Generalist Advisor (Temporary)  
Job Description**

**Overview**

The post holder will deliver generalist advice in social welfare law, including welfare benefits, debt and housing, to Manchester residents.

**Outline terms and conditions**

Hours of work: 28 per week (over 4-week days, Friday desirable)  
Location: Office based with opportunity to work one day a week from home  
Duration: Temporary post until March 2024 Temporary post until March 2024  
with the possibility of being extended until September 2024.  
Salary: Pro-rata £28,371 (Actual £22,696) (pay award pending)  
Holidays: 30 days per year + Public Holidays (Pro rata)  
Appointment: Temporary  
Line managed by: Advice and Volunteer Manager

**Main tasks:**

**1. Advice Delivery**

- 1.1 Giving accurate, up to date, timely advice to recognised Advice Quality Standards, either face to face or by telephone on welfare benefits, housing and non-complex debt issues.
- 1.2 Maintaining accurate casework records to Advice Quality Mark and recording statistics using a computerised casework monitoring system.
- 1.3 Maintaining own caseload and progressing own casework, meeting deadlines for clients and taking responsibility for the outcome of cases.
- 1.4 Making appropriate signposting and referrals to other agencies.
- 1.5 Keeping up-to-date with relevant legislative changes, including attendance at appropriate training courses.
- 1.6 Contribute to the delivery, monitoring and reporting.

**2. Equal Opportunities**

- 2.1 To perform all duties having full regard to the Centre's Equality, Diversity & Inclusion policy, working actively to counteract discrimination.

**3. Team Work**

- 3.1 In conjunction with the Centre Manager and other staff, assist with the day-to-day running of the Advice Centre, including covering for absent colleagues' work.
- 3.2 Communicate courteously and effectively with other paid and voluntary team members, asking for and offering support as necessary.
- 3.3 Actively participate in and contribute to team meetings.

#### **4. Other**

- 4.1 Contribute to the establishment and delivery of outreach advice sessions with partner organisations as required.
- 4.2 Support the recruitment, training and supervision of volunteers as required.
- 4.3 Assist with the triage of advice sessions as required.
- 4.4 Assist with preparing reports for the Management Committee and occasional attendance of Management Committee and other external meetings, including some evening meetings.
- 4.5 Actively participate in supervision and appraisal; take responsibility for own professional development and participate in learning activities as agreed with the Advice and Volunteer Manager.
- 4.6 Undertake occasional other duties, as required by the Advice and Volunteer Manager.

#### **Person Specification**

1. Experience of delivering advice work in a voluntary or paid capacity.
2. Knowledge of areas of social welfare law e.g. welfare benefits, debt, housing and ability to research and use relevant information to advise clients.
3. Good negotiation and advocacy skills.
4. Ability to organise and prioritise work in a busy environment, including an ordered approach to managing casework, and maintaining accurate case records.
5. Ability to work effectively in a team of paid and volunteer staff, and commitment to supporting the development of volunteers.
6. Strong written and verbal skills and the ability to communicate effectively with people from a wide range of backgrounds and cultures, including people who do not speak English as a first language.
7. Good numeracy skills.
8. Good level of computer literacy including ability to use word processing, spreadsheet and database packages, the internet and email.
9. Ability to understand and implement an equal opportunities policy in a multi-cultural community.

#### **Equal Opportunities policy:**

CHAC is committed to a policy of equality of opportunity, both in providing its service to the public, as an employer, and with regard to our volunteers. We recognise that many people are denied access to their rights on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, nationality, health, HIV status, trade union activity and responsibility for children or other dependants.

CHAC seeks to implement equal opportunities policies in all aspects of its work. .