

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
1.	Recent (within 5 years) lived experience of the Armed Forces, either as serving personnel or a close family member	
2.	A strong interest in advising and supporting others to resolve issues	Any experience of advice work, including debt and benefit casework
3.	Ability to carry out general advice casework and manage a caseload, often over an extended period of time	Experience in documenting discussions and time management of yourself and others over several months .
4.	Interest in casework advice on housing, employment and immigration	
5.	Ability to plan workload, prioritise tasks, meet deadlines and manage own time effectively	
6.	Ability to work within recognised quality procedures	
7.	Good numeracy, literacy and written/verbal communication skills, including ability to negotiate with third parties and to give advice over the telephone	
8.	Ability to use Information & Communication Technology to deliver the advice service	Experience of using Outlook, Windows and electronic case recording system
9.	Ability to work as part of a team and in partnership with other organisations	Experience or understand of community development work
10.	Ability to travel around York	
11.	Understanding of and commitment to Social Policy work	
12.	Understanding of and commitment to Equal Opportunities and anti-discriminatory policies and ability to put policy into practice	
13.	Understanding of and commitment to the aims and principles of the Citizens Advice service	
14.	Satisfactory outcome of a standard level DBS check	