

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
1.	Citizens Advice Certificate in Generalist Advice Work or equivalent qualification or equivalent level of experience and skill	
2.	12 months experience of solo generalist advice-giving, paid or unpaid	Experience of advice work, including debt and benefit casework
3.	Thorough knowledge of debt and benefit advice, including ability to carry out generalist casework and manage a caseload	Experience of benefit or debt casework and managing a caseload.
4.	Ability to provide generalist casework advice in housing or employment or immigration	Experience of generalist casework advice in housing, employment or immigration
5.	Ability to plan workload, prioritise tasks, meet deadlines and manage own time effectively	Experience of delivering an outreach advice service and/or working as a self supervising lone adviser
6.	Ability to work within recognised quality procedures, including casework and file management	Experience of giving advice that follows Citizens Advice quality of advice procedures
7.	Good numeracy, literacy and written/verbal communication skills, including ability to negotiate with third parties and to give advice over the telephone	Experience of providing advice-related consultancy support to non-advisers
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 an enhanced level DBS check	

