

Aberdeen Citizens Advice Bureau



Job Description

Job title: Generalist Adviser

Main purpose of job: To give advice and assistance to clients using the CAB service in line with the aims and principles of the service and the quality of advice guidelines.

We expect advisers to adhere to the following:

- To give a commitment of 7 hours per week to the bureau.
- To attend 12 hours of training sessions annually and to take steps necessary to update knowledge and practice.
- To participate in an annual appraisal
- To attend bureau volunteer meetings
- To obey all health and safety regulations
- To give advice in line with the quality of advice guidelines.
- To follow bureau procedures in all matters relating to clients and the recording of advice.

Key Tasks:

- Interview Clients – listen to client and let the client explain the problem. Help the client to clarify the issues by exploring the problems and asking questions. Recognising the root cause of problems and participating in taking appropriate action.
- Giving information – use Adviser Net and reference books to find out the correct information.
- Give advice – explain the information to the client and the choices that the client has so they can decide what to do.
- Give practical help – for example filling in forms, doing a benefit check, speaking or writing to another agency on behalf of a client.
- Record cases – make a record of the client's details so that further help can be given if a client returns to the CAB.
- Administration – follow procedures relating to office organisation