

CAB Adviser Job Description

Purpose of the role

- To help provide an effective and efficient advice service to members of the public, working within the Aims, Principles and Policies of the CAB service.
- To help influence government and other organisations by informing them of the effect of their actions on the lives of clients.

Main duties and responsibilities may include:

- Interviewing clients, both face-to-face and on the telephone, and using a range of skills, to gain a full understanding of the clients situation and key issues, and assisting the client to set priorities.
- Researching clients' issues, using the Bureau's Information system and relevant Handbooks.
- With the assistance of a Bureau Supervisor, identify appropriate options for client.
- Communicating and interpreting the relevant information to the client, and exploring the options to enable the client to make decisions.
- Acting, where necessary, on behalf of the client, to make telephone calls, negotiating with 3rd parties, drafting or writing letters or making appropriate referrals to other organisations.
- Agreeing action plans with the client, and follow up of any Bureau actions.
- Completing clear and accurate case records using the Bureau's database.
- Recognising the root causes of problems, which need addressing, and participating in appropriate remedial action
- Keeping up to date on important issues by attending the ongoing Bureau training, and by essential reading.
- Attending monthly case discussion meetings and ad hoc Bureau meetings.

People seeking advice should feel safe and be able to trust the CAB service. Bureaux and those who work for them have a responsibility to safeguard clients and the wider community, particularly children and vulnerable adults, from harm and abuse of all kinds. As the post you are interested in works closely with clients from these groups, we may require you to have a Criminal Records Bureau

check in the future. Although a criminal record will rarely mean that you cannot work in the CAB if you have been convicted of sexual abuse of a child or vulnerable adults you will not be able to work in a CAB.

Personal skills and Attributes:

- A commitment to the aims and principles of the CAB service
- Excellent communication skills
- Being open and approachable
- Ability to communicate clearly both orally and in writing
- Ability to sift through complex information and extract what is relevant
- Basic mathematical skills, including percentages
- Respect for views, values and cultures that are different to their own
- An understanding of why confidentiality is important
- Ability to use computers on a regular basis
- A positive attitude to self-development and assessment
- Ability to work as part of a team
- Ability to recognise their own limits and boundaries in the role.
- Ability to meet the time commitment

