

Citizens Advice Carlisle and Eden

Adviser Role description

Purpose of the role

- To help provide an effective and efficient advice service to members of the public.
- 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, letting the client explain their enquiry and helping the client to set priorities.
- Finding, interpreting and communicating the relevant information and exploring options and implications in order that the client can come to a decision.
- Acting, where necessary, on behalf of the client, negotiating, drafting or writing letters or making appropriate referrals.
- Completing clear and accurate case records.
- Recognising the root causes of problems and participating in taking appropriate action.
- Keeping up to date on important issues by attending the appropriate training and by essential reading.
- Attending organisational meetings as required

Personal skills and qualities that an adviser needs:

- A commitment to the aims and principles of the Citizens Advice service.
- Excellent communication skills, both orally and in writing
- Being open and approachable
- Ability to sift through 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.
- Good computer literacy – good keyboard skills and confidence and competence in MS office applications.
- 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