

ABERDEEN CITIZENS ADVICE BUREAU

Job Description

Job Title: Employment Advice Worker

Responsible to: Manager

Responsible for: Nil Paid staff, 1 volunteer

Occasional supervisory responsibility for paid and volunteer staff in the absence of the Manager and Assistant Manager

Main purpose of job: Provision of an efficient and effective Tribunal representation and support service to clients of Aberdeen CAB.

Key Tasks

- Provide face-to-face and telephone information and advice to clients of the bureau with employment related issues
- Representation at Tribunals including preparation of cases and submissions
- Volunteer support for employment issues and other issues as required
- Negotiating and advocating with other agencies on the client's behalf
- Case assessment and administration for Employment Tribunals including updating the database, producing letters, updating statistics and producing reports
- Case recording of all client contacts on CASTLE (Bureau's Case Management System)
- Training, both specialist and general in employment law
- Ensuring social policy issues relating to employment and/or benefits issues are reported to CAS and local elected members as necessary
- Attend staff meetings
- Take equal share of bureau closing procedures
- Attend supervision sessions
- Attend annual appraisal
- Undertake any other reasonable duties as requested by the Bureau Manager

**Person Specification
Tribunal Support Worker**

	Essential	Desirable
Qualifications and Experience	<p>Considerable experience in the advice field</p> <p>Delivery of training to adults with varying levels of ability</p> <p>Experience of preparing cases and representing clients at: Employment Tribunals, Benefits Appeal Tribunals, Small Claims Court or similar representation</p> <p>Experience in carrying and managing a complex caseload</p>	<p>Degree level or equivalent qualification</p> <p>Supervision and support of both paid and unpaid staff</p> <p>Experience in the design of training materials and information items</p>
Skills and Attributes	<p>Ability to conduct detailed negotiations in situations ranging from advocacy on behalf of clients to co-ordination with other organisations</p> <p>Ability to make oral presentations in a range of formal situations</p> <p>Ability to work under pressure and prioritise competing demands on time and attention</p> <p>Good IT skills</p> <p>Awareness of social policy issues</p> <p>Ability to understand and interpret complex legislation and tribunal decisions</p>	<p>Understanding of the main principals and methods of statistical gathering and service evaluation</p> <p>Knowledge of word processing, managing databases and use of spreadsheets</p>
Values and Attitudes	<p>Commitment to team working and ability to take responsibility for other functions within the workplace</p> <p>Able to demonstrate an understanding of and support for the principle of volunteering</p> <p>Commitment to equality of opportunity in service provision and to the policies, practices and principles of CAB movement</p>	
Knowledge	<p>Working knowledge of the statutory and voluntary agencies in the area</p> <p>A good working knowledge of current welfare rights and employment issues, procedures and legislation</p>	<p>Experience of report writing</p>