**Community Advice Newry Mourne & Down**

**Job description**

**Context of role: Tribunal Representative**

**Key work areas and tasks:**

**The post holder will provide specialist advice to clients and represent clients at appeal tribunals.**  
  
**Advice giving**

* Interview clients over the phone or face to face using sensitive listening and questioning skills in order to identify query and present solutions
* Provide casework covering the full range of Tribunal Rights.
* Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
* Assist clients with other related problems where they are an integral part of the case.
* Provide advice and assistance to other staff across the whole range of tribunal issues.
* Use Advisernet to find, interpret and communicate the relevant information.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
* Refer internally or to other specialist agencies as appropriate.
* Ensure that all work conforms to the bureau's Office Manual and the Legal Services Commission's Quality Mark at the appropriate level.
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Assist with social policy work by providing information about clients’ specific circumstances, and ensuring recording of same.
* Attend Outreaches if required

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

**Administration**

* Use IT for statistical recording, record keeping and document production.
* Ensure that all work conforms to the bureau's systems and procedures.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the Citizens Advice service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**PERSON SPECIFICATION**

**Essential**

1. Third Level qualification (preferably law or Degree with law modules) OR candidates must have completed the Citizens Advice or Law Centre Training Programme and to have experience of providing benefit advice and benefit calculations to the public in a social welfare context. A minimum of 1year experience desirable.
2. Effective oral and written skills
3. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures
4. Understand the issues involved in interviewing and representing clients
5. Numerate to the level required for Benefit Entitlement Checks
6. Ability to prioritise own work, meet deadlines and manage caseload
7. Ability to use IT packages, including Microsoft Office (Word, Excel, PowerPoint) or similar in the provision of advice, as well as the ability to use email and to maintain an electronic diary.
8. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Ability to contribute to the work of a team and use standardised systems and processes
10. Ability to monitor and maintain own standards within a quality framework
11. Understand social trends and their implications for clients and service provision
12. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service and its equality and diversity policies
13. Flexibility to work evenings and weekends dependent upon business requirements
14. A commitment to continuing professional development, primarily aimed at keeping abreast of developments relevant to the role.

**Desirable**

1. Citizens Advice or Law Centre Training Programme and to have experience of providing benefit advice and/or representing at benefit appeals in a social welfare context. A minimum of 1year experience desirable.

We reserve the right to shortlist using enhanced criteria.

**TERMS AND CONDITIONS OF SERVICE**

**Location:**  Ballymote Centre, Downpatrick

**Hours of work:**  **21 Hours per week**

**Salary scale:** **£25,409 (pro rata). Trainee £20,000 (pro rata)**

**Leave Entitlement:** 25 days plus statutory days (pro rata)

**Pension Entitlement:**  We are currently enrolled in a Pension Scheme with Standard Life.

Westfield Private health insurance after one year, with paid levels increasing after 5 and 10 years' service.

Death in Service Insurance after one year.

Wellness half day for your birthday.

Other conditions of service shall be those applying to employees of Community Advice Newry, Mourne and Down.

Community Advice Newry Mourne and Down is a small organisation who provides an effective service across the district. We strive to ensure our workplace reflects our principles of equality and fairness is therefore a great place to work.

Community Advice Newry, Mourne and Down is an equal opportunities employer and we welcome applications from all sections of the community.