**Generalist Advisor: Person Specification-**

**Essential Criteria**

Advisor Training Programme Qualification

* Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
* Effective written and oral communication skills with emphasis on negotiating.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

**Desirable Criteria**

* Advisor Training Programme Qualification (or equivalent) with 6 months of post qualification experience of advising clients.
* Experience of using the Advice Pro case recording system
* Ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production.
* Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing
* Understanding of the issues affecting society and their implications for clients and service provision
* Understanding of Social Policy work within Community Advice Ards and North Down
* Ability to commit to and work with the aims, principles and policies of the Community Advice Ards and North Down Service
* Understanding of equality and diversity and its application to the provision of advice.
* Ability to monitor and maintain own standards.
* Ability and willingness to work as part of a team.
* A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.