

Person Specification

Information and Advice Officer

| Criteria | Essential | Desirable |
|---|-----------|-----------|
| Experience of managing a caseload, particularly in relation to vulnerable individuals and families | √ | |
| Knowledge of housing and homelessness legislation | √ | |
| Knowledge of both Scottish and UK Welfare systems | √ | |
| Knowledge of debt advice, money advice or financial capability support | √ | |
| High standard of numeracy and writing skills, with the ability to draft correspondence and reports | √ | |
| IT skills; confident at using Microsoft Office packages including Word, Excel, and Outlook, as well as information databases | √ | |
| Excellent listening skills with the ability to adapt communication styles and a compassionate and caring nature; the ability to empathise with clients | √ | |
| Understanding of confidentiality and data protection (GDPR regulations) | √ | |
| Reliable, flexible, and adaptable, with the ability to work in a fast-paced environment | √ | |
| Driving license and access to your own vehicle (business insurance will be required for the role) | √ | |
| <i>The post requires Level 2 PVG membership and is subject to the completion of a satisfactory check in relation to work with children and protected adults.</i> | √ | |
| Experience representing and negotiating on behalf of clients | | √ |
| Experience of multi-agency partnership working | | √ |
| Experience of representing, advocating or negotiating on behalf of service users with external agencies. | | √ |
| Knowledge of local services and referral pathways across Ayrshire. | | √ |
| Understanding of trauma-informed practice. | | √ |