

Senior Constituency Caseworker

Welfare Rights Adviser

Person Specification

The following criteria will be assessed by application, interview or in a test at interview.

You may have experience of providing advice in one or more areas relevant to this role. In job training can be provided to cross skill, so for example if you have experience of providing benefits advice but not immigration advice training will be provided.

Knowledge and experience	
Essential	Desirable
<ol style="list-style-type: none"> 1. Current or recent experience of providing welfare and benefits advice 2. Knowledge of Scottish Politics, and devolved and reserved matters. 	<p>Experience assisting clients challenging benefits decisions.</p> <p>Experience providing income maximisation reviews and budgeting advice</p> <p>Experience providing immigration advice at OISC L1 or L2.</p>
Skills and organisation	
Essential	Desirable
<ol style="list-style-type: none"> 3. Ability to communicate effectively both orally and in writing, with colleagues, clients and external agencies 	<p>Experience using case management or client relationship management packages</p>

<p>4. Ability to advocate for and represent clients' interests to third party organisations.</p> <p>5. Ability to assess, monitor and manage own caseload</p> <p>6. Ability to prioritise and work to short timescales</p> <p>7. Ability to provide informal coaching for team members and provide quality checking</p> <p>8. Understanding of GDPR and the importance of keeping sensitive personal information safe</p>	
<p>Personal Attributes</p>	
<p>Essential</p>	<p>Desirable</p>
<p>9. Ability to work independently and as part of a small team</p> <p>10. A non-judgmental attitude towards clients of all backgrounds</p> <p>11. Be sympathetic to the social democratic aims of the Scottish National Party</p>	<p>Evidence of reflective practice and professional and personal development</p>