

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.

The successful candidate will be confident speaking to clients face to face and by phone

Knowledge and experience	
Essential	Desirable
<ol style="list-style-type: none"> 1. Current or recent experience of working in a customer facing role, speaking to customers or clients 2. Current or recent experience of providing help and advice to customers 3. Knowledge of Scottish Politics, and the difference between devolved and reserved matters. 	<p>Experience of providing welfare or benefits or other types of advice</p> <p>Experience assisting clients challenging benefits decisions.</p>
Skills and organisation	
Essential	Desirable
<ol style="list-style-type: none"> 4. Ability to communicate effectively both orally and in writing, with colleagues, clients and external agencies 5. Ability to advocate for and represent clients' interests to third party organisations. 	<p>Experience using case management or client relationship management packages</p>

<p>6. Ability to assess, monitor and manage your own workload</p> <p>7. Ability to prioritise and work to short timescales</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>