**IN-COURT ADVISER - PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| 1. EXPERIENCE | Working with members of the public, preferably providing advice or other assistance.  Preparation of reports, letters or other written materials to a high standard  Joined-up working and inter-agency co-operation  Working to strict deadlines  Coping with a demanding workload  Working unsupervised and as part of a team.  Public speaking preferably in a formal environment | Working with volunteers in the voluntary sector.  Working with vulnerable people  Providing welfare benefits advice and casework  Providing money advice or debt counselling  Working within the civil justice system  Advising on housing problems  Representing or advocating on behalf of clients  Working within a quality of advice framework |
| 2. QUALIFICATIONS & KNOWLEDGE | Good further education or the equivalent.  Robust IT skills including competency with Microsoft Office, and other recording, management and research tools.  Evidence of numerical competence.  Evidence of a high level of oral and written communication skills.  Willingness to undertake training as identified in collaboration with the line manager. | Sound working knowledge of welfare benefits  Understanding of the legal rights of debtors and creditors, landlord and tenants, and owner occupiers.  Knowledge of Scottish housing, debt, consumer credit and Bankruptcy Legislation.  Knowledge and understanding of the civil justice system including the rules and procedures for civil cases in the Sheriff Court  Clean driving licence and the use of a car as required |

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| 3. SPECIAL SKILLS/APTITUDES | Ability to engage with challenging clients.  Ability to develop professional relationships in a formal setting.  Strong mediation/negotiation skills  Able to maintain accurate, comprehensible, concise, and up-to-date records  Ability to assimilate and apply complex information  Effective time-management skills  Co-operative working as part of a multi-disciplinary team | Design, preparation and/or delivery of training.  Presentation of statistical information in an accessible format. |
| 4. PERSONAL QUALITIES | An understanding of and commitment to the aims and principles of the service.  High level of personal and professional Integrity  Hard-working and self-motivated.  Adhere to strict bounds of confidentiality  Quick thinking – able to provide accurate advice and information at short notice.  Able to work flexible hours as required by the needs of the service. | Good sense of humour  Empathic to individual personal circumstances.  Tenacity  Patience  Adaptable |