



We champion the wider  
family who care for children

**GRANDPARENTS PLUS**  
**Advice and Information Worker**  
**£25,000 per year**  
**(Six month fixed term contract , pro rata 14-21 hours per week )**

### **Person specification**

#### **Essential**

- Experience of advice work, and in particular detailed knowledge of the welfare benefits system.
- Citizens Advice Bureau or equivalent advice worker training.
- An understanding of current welfare reform proposals.
- Experience of working with socially excluded or marginalised people and their families.
- Evidence of awareness of relevant safeguarding legislation and good practice.
- Proven ability to research complex information and communicate this in an easily understandable way.
- A demonstrable knowledge of other relevant sources of advice and information.
- Evidence of good judgment, knowing when to seek advice or signpost clients to other sources of advice.
- Evidence of strong written and oral communication skills.
- The ability to work flexibly and effectively as part of a small team.
- Proven ability to remain calm under pressure.
- Experience of organising and prioritising a busy workload.
- Proven clear understanding of the need to make good case records
- Excellent interpersonal skills and in particular a sensitive telephone manner.
- A commitment to the vision, mission and values of Grandparents Plus.
- A demonstrable commitment to equality of opportunity.

#### **Desirable**

- Personal experience as a family and friends carer.
- Experience of the voluntary sector, particularly working in a small voluntary organisation.
- Experience of preparing and delivering presentations.