

Social policy worker

Purpose of the role

- To co-ordinate, promote and be involved in all social policy activities in the bureau

Main duties and responsibilities include:

- Provide support and guidance to advisers on social policy work
 - help advisers to identify suitable cases for social policy work.
 - check completed Bureau Evidence Forms.
 - give feedback to advisers and managers on completed Bureau Evidence Forms.
 - complete Bureau Evidence Forms from advisers' Quick Evidence Forms.
 - submit completed Bureau Evidence Forms to Citizens Advice.
- Keep up to date with social policy issues
 - monitor trends in bureau enquiries, to identify issues for potential local or national social policy work.
 - monitor the Social Policy Bulletin, Citizens Advice and other publications and newsletters.
 - network with other people involved in social policy work within Citizens Advice, locally, regionally and nationally.
 - network with other local groups and agencies involved in social policy work.
- Maintain the profile of social policy within the bureau
 - report on social policy issues at workers' meetings.
 - promote discussion on social policy issues and campaigns.
 - contribute to the bureau's annual report. make a regular oral or written report to the bureau management team.
 - make a regular oral or written report to the Trustee Board.
 - involve advisers in appropriate social policy activities.
- Contribute to learning about social policy
 - act as main contact on social policy issues for bureau trainees.
 - provide one-to-one coaching on social policy issues for advisers, as required.
 - run small group sessions for bureau staff on aspects of social policy.
 - report to managers on individual and team learning needs in relation to social policy work.
- Contribute to effective social policy work within the bureau
 - review the effectiveness of existing social policy work.
 - review the priorities for social policy work within the bureau. evaluate bureau social policy initiatives.
 - make proposals for new social policy initiatives.

- produce written reports on any of the above, as required.
- Professional development
 - attend relevant internal and external meetings, as agreed with the manager.
 - participate in own supervision and appraisal.
 - identify own learning needs and appropriate ways of meeting them.
- Administration
 - develop and maintain an effective system for handling Bureau Evidence Forms.
 - develop and maintain systems for recording and monitoring social policy work in the bureau.
 - maintain detailed records for the purposes of information retrieval, statistical monitoring and reporting.
 - work within the bureau's wider systems and procedures.
- Other duties and responsibilities
 - uphold the aims and principles of the CAB service.
 - work within the service's policies and values, especially equal opportunity and anti-discrimination policies.
 - work within health and safety guidelines and principles, sharing responsibility for own health and safety and that of colleagues.
 - carry out any other appropriate tasks requested by the manager, to ensure the effective delivery and development of the service.

Personal skills and qualities that a social policy co-ordinator / worker needs:

- a strong sense of justice.
- understanding of the importance of social policy work.
- understanding of key current social issues, and their potential impact on CAB clients.
- commitment to the aims and principles of the CAB service.
- ability to give feedback clearly and sensitively.
- good report-writing skills.
- ability to analyse complex information.
- ability to work constructively with other agencies.
- ability and willingness to work as part of a team.
- ability to work on own initiative, within given guidelines.
- desire to continue learning.
- basic IT skills and willingness to learn further IT packages.
- good level of written and spoken English.