

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



**JOB TITLE: Healthier & Wealthier Adviser**

| Factor     | Criteria No | Criteria                                                                                                                 | Ranking                   | Criteria to be tested by... mark as appropriate) |           |              |                       |                           |             |
|------------|-------------|--------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------|-----------|--------------|-----------------------|---------------------------|-------------|
|            |             |                                                                                                                          | (Essential/<br>Desirable) | Application<br>Form                              | Interview | Presentation | Practical<br>Exercise | Work<br>Simulated<br>Test | Certificate |
| Knowledge  | 1           | Good standard of education to GCSE equivalent, particularly English and Mathematics                                      | E                         | X                                                | X         |              |                       |                           | X           |
|            | 2           | Relevant advice, guidance or welfare rights qualification (e.g. IAG Level 3 or equivalent)                               | D                         | X                                                |           |              |                       |                           | X           |
|            | 3           | Training or certification in welfare benefits, debt advice, housing, or related areas                                    | E                         | X                                                | X         |              |                       |                           | X           |
| Experience | 1           | Experience of providing information, advice and guidance (IAG) or support services to individuals                        | E                         | X                                                | X         |              |                       |                           |             |
|            | 2           | Strong background of client-facing role using sensitive listening and questioning skills                                 | E                         | X                                                | X         |              |                       |                           |             |
|            | 3           | Experience within the advice sector, particularly welfare benefits, debt, housing, consumer rights, energy, or budgeting | E                         | X                                                | X         |              |                       |                           |             |
|            | 4           | Experience maintaining accurate records and working to quality standards                                                 | E                         | X                                                |           |              |                       |                           |             |
|            | 5           | Demonstratable experience of working to performance targets and managing workloads                                       | E                         | X                                                | X         |              |                       |                           |             |

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|           |   |                                                                                             |   |   |   |  |  |  |  |
|-----------|---|---------------------------------------------------------------------------------------------|---|---|---|--|--|--|--|
| Knowledge | 1 | Knowledge of welfare benefits, debt, housing, consumer rights, energy and budgeting support | E | X | X |  |  |  |  |
|           | 2 | Awareness of issues affecting vulnerable and disadvantaged communities                      | E | X | X |  |  |  |  |
|           | 3 | Safeguarding responsibilities relating to vulnerable adults, children and young people      | E | X | X |  |  |  |  |
|           | 4 | Understanding of referral pathways between health and advice services                       | E | X | X |  |  |  |  |
|           | 5 | Knowledge of local services and support available across County Durham                      | D | X | X |  |  |  |  |

|        |   |                                                                                                      |   |   |   |  |  |  |  |
|--------|---|------------------------------------------------------------------------------------------------------|---|---|---|--|--|--|--|
| Skills | 1 | Strong communication skills across telephone, face-to-face and digital channels                      | E | X | X |  |  |  |  |
|        | 2 | Ability to explain complex information clearly and accurately                                        | E | X | X |  |  |  |  |
|        | 3 | Empathy, professionalism and a client-focused approach when supporting individuals                   | E | X | X |  |  |  |  |
|        | 4 | Organised, detail-focused and able to manage a varied workload and competing priorities              | E | X | X |  |  |  |  |
|        | 5 | IT literacy, including case management systems, Microsoft Office and digital communication platforms | E | X | X |  |  |  |  |
|        | 6 | Ability to contribute to service development by sharing knowledge and best practice                  | D | X | X |  |  |  |  |
|        | 7 | Ability and willingness to represent the service at community or partnership events                  | D | X | X |  |  |  |  |

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|-------------------------|---|--------------------------------------------------------------------------------------------------------------------|---|---|---|--|--|--|---|
| Additional Requirements | 1 | A commitment to Equal Opportunities and Diversity in all work practices                                            | E | X | X |  |  |  |   |
|                         | 2 | Full Driving Licence with access to vehicle for work purposes and willing to travel across the region as necessary | E | X |   |  |  |  | X |
|                         | 3 | Flexibility to work occasional evenings, weekends or outside normal working hours when required                    | E | X | X |  |  |  |   |
|                         | 4 | Knowledge of the voluntary and community sector                                                                    | D | X | X |  |  |  |   |
|                         | 5 | Ability to communicate in additional community languages                                                           | D | X | X |  |  |  |   |
|                         | 6 | An appreciation and commitment to Health and Safety issues in the workplace                                        | E | X | X |  |  |  |   |