

## Advice Worker

Advice workers give information and advice on issues such as legal and consumer rights, welfare benefits, pensions, housing and financial problems. Some workers may specialise in one particular area of work.

### The Work

You could be:

- helping people to exercise their rights and be aware of obligations
- advising clients on what benefits and allowances they are entitled to
- advising on rights at work and issues such as redundancy or discrimination
- helping a client to work out a plan for paying off debts
- referring clients on for specialist help, such as legal advice
- dealing with other areas such as housing, family or health care issues
- representing clients at employment tribunals or welfare benefit appeals
- filling out forms, making phone calls or writing letters on behalf of clients
- collecting statistics, writing reports and keeping client records.

### Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of the company or organisation you work for
- the demand for the job.

A money and welfare rights adviser with Citizens Advice Scotland earns £25,912 – £29,148 a year (December 2025).

### Conditions

- Some advice organisations give advice on a single subject (such as money advice centres), while others give wide-ranging, general advice.
- You may work in a local authority department such as housing or social work, or with a voluntary body, such as a Citizens Advice, where you would deal with a wide range of issues.
- You work in an office, sometimes in a local community centre.
- You usually work regular hours, Monday to Friday, but your advice sessions may be offered in the evenings or at weekends.

### Getting In

- You do not always need formal qualifications, but most entrants have a relevant degree in a subject such as law, finance, social work or community work.
- Relevant experience may be accepted instead of qualifications.

- Many advice workers get a job after doing voluntary work as an adviser – most advice centres welcome volunteers.
- You will usually require a satisfactory criminal record check from Disclosure Scotland to show that you are suitable for this type of work. Contact Disclosure Scotland for details on the type you would need.

You could work with a local authority department such as housing or social work, a private company, or with a voluntary body, such as Citizens Advice or local money advice centre.

## What Does It Take

You should be:

- IT literate
- responsible and reliable
- able to get on with a wide range of people
- non-judgemental and sensitive when dealing with clients' problems
- confident, especially when representing clients at appeal hearings
- able to work under pressure
- able to understand and keep up to date with relevant laws and policies.

You should have:

- strong listening and questioning skills
- excellent written and spoken communication skills
- a good memory
- number skills to give money advice
- respect for confidentiality
- good admin and record keeping skills
- excellent organisational skills.

## Training

- Training is on the job.
- You may take short courses in administration, recording information and counselling skills.
- You may also be able to work towards relevant SVQs such as Advice and Guidance at SCQF Levels 7 and 8.
- The Child Poverty Action Group runs a range of online courses. These include welfare rights courses and a number of one-day courses on specific benefits. They also offer training in negotiating skills and representing at appeal tribunals.

## Getting On

- With experience and further training, you may be able to become a co-ordinator, trainer or manager with an advisory project or an advice centre.
- You could also become self-employed as a trainer in the advice sector.
- You could specialise in areas covering debt and finance, patient care, housing, or alcohol and drug related problems.

## Contacts

### **Child Poverty Action Group in Scotland**

Website: [www.cpag.org.uk/Scotland](http://www.cpag.org.uk/Scotland)

X: @CPAGScotland

Facebook: [www.facebook.com/cpaguk](http://www.facebook.com/cpaguk)

### **Citizens Advice Scotland**

Website: [www.cas.org.uk](http://www.cas.org.uk)

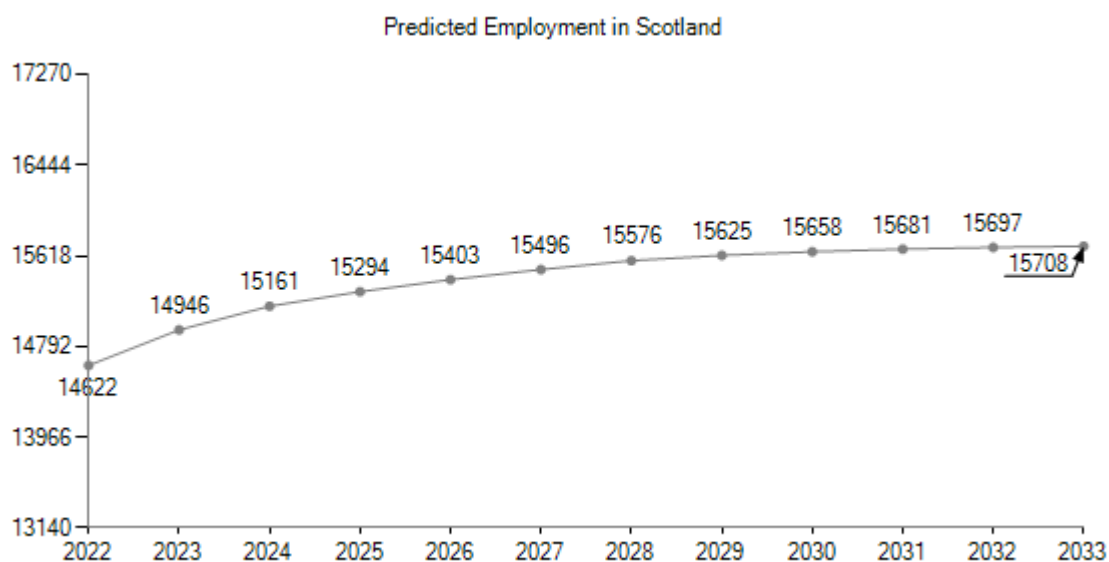
Facebook: [www.facebook.com/citizensadvicescotland](http://www.facebook.com/citizensadvicescotland)

## Statistics

Employment Status : Not available this career.

### Past Unemployment - Scotland

No Claimant statistics available for Scotland.



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