

Airdrie Citizens Advice Bureau

Chief Executive Officer: Vince McKeown
14 Anderson Street
AIRDRIE ML6 0AA
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EU SUPPORT SCHEME – DEDICATED ADVISER

Job Title: EU Support Scheme Dedicated Adviser

Responsible to: CEO

Summary of main responsibilities:

- The EU Support Scheme Dedicated Adviser will be responsible for the provision of advice and support to the public and bureaux directly and through a part-time national helpline.
- The EU Support Scheme Dedicated Adviser will deliver training, stakeholder engagement, CAB briefings and facilitate regional events.

General Responsibilities:

- Provide advice and support, up to OISC Level 1, for vulnerable clients wishing to apply for the EU settlement scheme.
- Provide support and training for staff and volunteers involved in the delivery of information and advice.
- Liaise with local groups and organisations to ensure the public are aware of the scheme.
- Maintain, strengthen and develop relationships with local statutory and voluntary organisations.
- Champion awareness-raising events to provide advice, supplemented by diagnostic sessions.
- Maintain expertise in relevant legislation and guidance.

Specific Tasks:

- Provide advice to clients where there are specific EU Settlement issues up to OISC Level 1 standards
- Provide advice and support on EU Settlement on a national helpline
- Give talks to community groups, stakeholders, etc.
- Develop training and information materials
- Produce reports and plans for the purposes of monitoring and reviewing the objectives of the service.
- Provide support for volunteers and staff in bureaux on more complex issues.
- To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation to ensure that all work meets quality standards and the requirements of the funder.
- Carry out other duties as specified by the Manager and required by the exigencies of the post

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EU SUPPORT SCHEME DEDICATED ADVISER - PERSON SPECIFICATION

DEDICATED ADVISER	COMPETENCIES
QUALIFICATION	<ul style="list-style-type: none">• Good standard of general education.
EXPERIENCE	<ul style="list-style-type: none">• Work experience in the advice sector• Experience in the preparation and presentation of training courses• Experience in project management• Experience in the use of computers• Experience of preparing reports, plans and proposals.
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none">• Computer proficient• Excellent written and oral communication skills• Ability to plan work• Ability to develop new ideas through to operation• Attention to detail and problem solving skills• Ability to adapt to new situations• Skilled in report writing.• Ability to work without close supervision, prioritise own work and meet deadlines• Ability to work hours flexibly as required by the needs of the service.
VALUES AND ATTITUDES	<ul style="list-style-type: none">• Commitment to team working• Commitment to the aims, principles and policies of the CAB.• Commitment to the development of equal opportunities.
KNOWLEDGE	<ul style="list-style-type: none">• Understanding of the EU Settlement Scheme and basic immigration law.• Working knowledge of Microsoft software and related packages.
OTHER	<ul style="list-style-type: none">• Ability to travel within the local CAB area and elsewhere, as required.