**Clydesdale Citizens Advice Bureau **

**Debt and Income Maximisation Adviser**

**Fixed-term contract until 31 March 2021 (with the possible extension if funding becomes available).**

**Interviews 4th December 2020**

**Background**

Our Bureau provides confidential, free, independent and impartial advice to those who live and work in the Clydesdale area. We offer generalist advice on issues in areas such as Benefits, Consumer Matters, Council Tax, Employment, Utilities, Family and Personal Matters, Housing and Debt. Our specialist services offer counselling and representation with regard to debt, benefits, pensions, issues with the NHS and services for Money Advice and for members (and ex-members) of the Armed Services and their families.

Advisers not only offer advice but also negotiate and act on behalf of clients. All advisers are trained to Citizens Advice Scotland standards.

The Bureau provides a service to the people of Clydesdale through its office in Lanark and through outreach provision in a number of outlying areas.

Advice is based on an electronic information system provided by Citizens Advice Scotland of which the Bureau is a member.

The Bureau has a Manager, five paid posts and a team of volunteers. All staff of the Bureau and its Board of Directors place great value on the teamwork, which is a noteworthy characteristic of it. Core funding is provided by South Lanarkshire Council.

**Remit**

Apply CAB aims, principles and policies when dealing with enquiries.

Under the direction of our Manager provide specialist support to clients including casework regarding debts and any other complex issues including welfare benefit issues.

Offering benefit checks to maximise income.

To ensure that all work meets quality standards set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice as well as the requirements of the funder.

Provide technical and practical support for volunteer workers, particularly in relation to complex and/or unusual client enquiries, by being available for consultation during advice sessions.

Further opportunities will be taken to allow the Debt and Income Maximisation Adviser to exercise responsibility, show initiative and creativity and practice management skills commensurate with her/his experience, abilities and interests under the leadership of the Manager and in pursuit of the priorities of the Bureau as established by its Board of Directors.

**Person specification**

**Essential**

* Friendly and approachable manner and ability to support and show respect for all clients, regardless of their circumstances or reasons for seeking advice.
* Agreement to observe the strictest level of confidentiality on all matters relating to clients.
* Ability to manage workload to accommodate variation in demand for service and in resources available.
* Provide support for volunteer workers and commitment to the principle of a client driven, volunteer led service
* Maintain expertise in relevant legislation e.g. welfare rights, debt and bankruptcy.
* Undertake detailed casework
* Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously.
* Ensure that ongoing cases are progressed, recorded and filed appropriately
* Ability to operate as a team player and communicate effectively with colleagues and manager
* Experience of using a range of IT tools to carry out your work, including Zoom, Microsoft Teams, Microsoft Office applications, online applications, internet and email etc.
* Attend team/staff meetings as required.
* Establish/improve liaison with other agencies, community groups
* Undertake other tasks as may reasonably be requested.

**Highly Desired**

* A knowledge of debt and benefits issues
* An understanding of advice work
* Experience of working with volunteers
* Experience of providing a service to clients
* Completion of Citizens Advice Scotland’s Adviser Training Programme (ATP)

**Employment conditions**

**Location**

The post will be based in our Bureau in Lanark but may involve occasional travel within the Clydesdale area. Due to COVID-19 restrictions the role is being carried out through a mixture of office and home-based working.

**Salary**

£21,476 per annum for a 28-hour week, Monday to Thursday: 9.00am to 5pm, (including 1 hour lunch break).

**Holidays and Sick Pay**

28 days paid holiday per annum (pro-rata, plus public holidays).

**Clydesdale Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Michelle Mair, Manager**