

Glasgow (Central) Citizens' Advice Bureau

Job Description Income Maximiser

We have an opportunity for two Income Maximisers to play a key role in the delivery of our service supporting vulnerable people in Glasgow.

This will entail providing a wraparound service to assist people who are in financial difficulty. Advice and assistance will be given to Type II Benefits and, where appropriate, Debt Advice. The successful applicant must be able to empathise and provide support to deliver an effective service suitable for the needs of individual clients and to ensure the best outcomes. The service will be tailored towards individual circumstances and aim to reduce poverty, inequality and enhance the quality of life.

Main tasks will be:

- Undertaking diagnostic interviews with clients
- Maintaining case records including detailed statistics
- Maintaining expertise in relevant legislation e.g. welfare rights type II and debt management.
- Providing information for project reports
- Attending team and staff meetings as required
- Carrying out other reasonable duties as specified by the line manager as required for the needs of the post.