

# Inverness, Badenoch and Strathspey Citizens Advice Bureau



## **POST AVAILABLE**

**1 x Welfare Rights Adviser**  
**Up to 35 hours per week**

### **About us**

At Inverness, Badenoch & Strathspey CAB we are a friendly team of over 60 employees and volunteers working across 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice and options to our clients so that they can make informed decisions and feel empowered to make choices.

### **Purpose of Role**

To provide holistic advice on a range of welfare benefits issues. To offer clients advice and information to maximise their income and to ensure they are receiving the correct entitlements. This will include conducting full benefit checks, better off calculations, assisting clients with revision, supersessions and appeals of benefit decisions and also assisting client to navigate their benefit claims. The role will also require to provide advice on all areas of entitlements for clients such as energy, charitable applications or assistance with health costs for example.

The role will require someone who has experience or understanding of the benefits system, ideally in provision of advice, information and representation however someone who can evidence similar transferrable skills in another setting may be considered also. This role will suit a resilient and empathetic person who is able to work under pressure but enjoys the challenges of advice delivery and is able to work in a non-judgmental and impartial, confidential manner.

The role offers a supportive and friendly environment where we work to provide our community with advice, information and options to allow informed choices. The role also provides opportunities for continuous development and training.

**Salary:** £24,884 to £27,187 per annum (pro-rata)  
Normally appointed at start of this scale.

### **The application process:**

**Application deadline:** Monday 29<sup>th</sup> August 2022 at 5pm

**Interview date:** W/c 5<sup>th</sup> September 2022

## **JOB DESCRIPTION**

### **Key work areas and tasks:**

#### **Advice giving**

- Ensure income maximisation through the take up of appropriate benefits.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Make home/outreach visits as necessary.
- Provide advice and assistance to other staff across the whole range of issues.
- Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
- Ensure that all work conforms to the bureau's systems and procedures.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the bureau's Quality Standards at the appropriate level.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation to a high standard.

#### **Social policy**

- Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to social policy options.

#### **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

#### **Administration**

- Use IT for statistical recording, record keeping and document production.
- Ensure that all work conforms to the bureau's systems and procedures.

#### **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## **PERSON SPECIFICATION**

- Evidenced understanding of welfare benefits and provision of advice, or an ability to show transferable similar transferable skills.
- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- High level of written and oral communication skills.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Ability to use IT in the provision of advice.
- Flexibility and willingness to work as part of a team.
- Willingness to learn and develop skills in advice topics.
- Willingness to train other staff or volunteers and provide 2<sup>nd</sup> tier advice.
- Ability to research, analyse and interpret complex information.
- Numeracy skills required to understand statistics and check calculations.
- An understanding of and respect for the volunteer led ethos of CAB and an ability to reflect this in their day to day work.

### **How to apply**

**Please use the [link](#) on this website to download an Application Pack**

**For further information, please contact:**

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