#### AIRDRIE CITIZENS ADVICE BUREAU

**FAMILY ADVICE WORKER**

**Employer:** Board of Directors

**Job Title:** Family Advice Worker

**Responsible to:** Deputy Manager Airdrie CAB

**Main Purpose:** To provide one to one debt and money management advice to eligible families and to provide project coordination and supervision of the Family Education Workers

**Salary:** £23933.97

**Hours:** 35 Hrs – Monday to Friday

**Term:** fixed term contract 30th September 2016

### Casework

* Provide casework covering the full range of debt advice, maintaining detailed case records of all advice work undertaken.
* Provide face to face advice in the Bellshill YMCA (BMYM).
* Build on existing relationships with external agencies/ other bureaux and form new working relationships.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties as appropriate.
* Assist clients with other related problems where they are an integral part of their case, and make appropriate referrals e.g. Money Advice Service, North Lanarkshire Community Legal Service etc.
* Ensure that all work conforms to the bureau's systems and procedures and the Citizens Advice Quality standard and the Scottish National Standards in Advice.
* Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.

### Social policy

* Assist with social policy work by providing information about clients' circumstances.
* Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.
* Monitor service provision to ensure it reaches the widest possible client group.
* Alert other staff to local and national issues.

### Professional development

* Keep up to date with legislation, case law, policies and procedures relating to debt advice and undertake appropriate training.
* If not already an approved Money Adviser “DAS”, work towards approval.
* Prepare for and attend supervision sessions, staff meetings as appropriate.
* Assist with Service initiatives for the improvement of services.

### Administration

* Use IT for statistical recording, record keeping and document production.
* Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
* Maintain close liaison with relevant external agencies.
* Maintain a library of reference material and case law.

### Other duties and responsibilities

* Provide day to day management of the Family Education Workers ensuring service standards are maintained and developed.
* Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Be involved in the delivery of debt advice training as and when appropriate.
* 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.
* Ability to drive and use of a car during working hours.

##### Responsibilities

* Be responsible for the pro-active promotion of the project.
* Ensure that all duties are carried out within the aims and principles of the Citizens Advice Bureau Service.
* Contribute towards quarterly and annual reports.
* Ensure that knowledge is updated due to legislation changes.
* Undertake any other reasonable duties as requested by management.
* To carry out benefit checks and income maximisation work with clients.
* Refer to other projects and agencies where this is in the best interest of the clients.
* Assist clients to enter debt payment programs where appropriate
* Work with and on behalf of clients to process conclusion.

**In addition**

* Excellent communication skills, both written and oral.
* Attend Annual General Meeting.