

ASAP Unforgotten Forces/ Welfare Benefits Adviser— East Renfrewshire Citizens Advice Bureau

Job title: ASAP Unforgotten Forces / Welfare Benefits Adviser

Employer: East Renfrewshire Citizens Advice Bureau

Closing date: 9 August 2019

Interviews: 16 August 2019

Location: Based at East Renfrewshire (also covering Inverclyde and Renfrewshire for ASAP)

Hours per week: 30 hours (10 hours ASAP + 20 hours welfare benefits)

Type of contract: Fixed Term Contract - 12 months

Salary: £23,000 pro rata

More about the job:

ASAP Unforgotten Forces/Benefits Adviser will work with the ASAP Regional Support Officer in the defined regional areas. The adviser will provide advice to older veterans covering areas such as advice, access to health care, social isolation, respite along with creative activities and events for those in care settings.

Unforgotten Forces is a partnership between 15 leading organisations which will deliver a range of new services and enhancements for older veterans living in Scotland. These services cover areas such as advice, access to healthcare, social isolation, respite, along with creative activities and events for those in care settings. Citizens Advice Scotland is pleased to be part of this consortium through the Armed Services Advice Project.

ASAP Unforgotten Forces/Benefits Adviser will ensure the provision and development of quality advice, information and representational advocacy on statutory benefits, and other social welfare matters as appropriate within the area of benefit of East Renfrewshire Citizens Advice Bureau by way of casework and specialist support services to Bureau volunteers and paid staff of the Bureau.

About the employer

East Renfrewshire CAB is an Equal Opportunity Employer and is a registered charity (Scottish Charity No. SC013474)

Closing date for applications is 3pm Friday 9 August 2019.

For further information and an application form, please contact:

Teresa O'Hara

Email: bureau@eastrenfrewshirecab.casonline.org.uk

Tel: 0141 881 3660

APPLICATION FOR EMPLOYMENT

EAST RENFREWSHIRE CITIZENS ADVICE BUREAU

**214-218 Main Street
BARRHEAD
G78 1SN**

SC013474

CONFIDENTIAL

Please complete this form in **black** ink or type to enable clear photocopying.

East Renfrewshire Citizens Advice Bureau wishes to ensure that comparison between applicants for posts is thorough, fair and in line with its Equal Opportunities Policy. It is therefore essential that you complete this application form fully as it will be used to assess whether you will be shortlisted for interview. CVs are not acceptable.

POSITION APPLIED FOR: ASAP Unforgotten Forces / Welfare Benefits Adviser

SURNAME **INITIAL/S**

ADDRESS..... **TEL NUMBERS**

..... **DAY/WORK**.....

..... **EVENING**.....

.....
May we contact you at work? **YES/NO**
(Please delete)

How much notice, if applicable, are you required to give to your present employers?

Do you hold a current driving licence? **YES/NO** (Please delete as applicable)
This question is only relevant to certain jobs; please refer to the job description.

Please state where you saw this post advertised.

Newspaper.....

Website

Job Centre.....

Other (please detail).....

WORK EXPERIENCE

We want to know about your work experience, paid or unpaid. Please include your current/previous employment, voluntary work, or community activities, and time spent caring for dependants, etc, if appropriate. Please start with your most recent experience.

Name of Employer/ Organisation	Main tasks undertaken

EDUCATION

Please give general information on the education you have received, and highlight any which are particularly relevant to the post. Please start with your most recent education.

Education	Qualifications

TRAINING

Please list any training which you have received, or are currently undertaking, which you consider relevant to the post. Please start with your most recent training.

Training	Qualifications

ADDITIONAL INFORMATION

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please indicate what experience, skills and interests you would bring to this job.

Continue on separate sheet if required.

REFERENCES

Please provide below the names and addresses of two referees who can comment on your suitability for the post. If you have been employed, we would normally wish to seek a reference from your present or most recent employer.

May we contact your present employer at this stage? **YES/NO** (Please delete)

Name	Name
Position	Position
Address	Address
.....
.....
TEL No.....	TEL No.....

For Adviser post only - Have you ever committed an offence under sections 25 and 26 (1) (d) or (g) of the Immigration Act 1971? **YES/NO**
(Please delete as appropriate)

I declare that the information given in this form and in any accompanying documentation is true to the best of my knowledge and belief and I give my permission for enquiries to be made to confirm qualifications, experience, dates of employment, right to work in the UK and for the release by other people or organisations of necessary information to verify the content. I understand that my application may be rejected and/or I may be dismissed following appointment if I have given any false or misleading information or have withheld any relevant details.

Signature **Date**

Please return this form to:

Teresa O'Hara
East Renfrewshire Citizens Advice Bureau
214 -218 Main Street
BARRHEAD
G78 1SN

Closing date for applications: Friday 9 August 2019

POST TITLE	ASAP Unforgotten Forces / Welfare Benefits Adviser
------------	---

The CAB is striving to ensure equality of opportunity in its employment policies and therefore we have decided to monitor our recruitment practices. This will help us identify areas of under representation in our workforce and to assess those areas where positive action is needed. In order that we can monitor each stage of the recruitment process, you will be asked to complete this form on application.

Your co-operation in completing this form would be greatly appreciated. We must stress that any information you give will be strictly confidential. You are not obliged to answer the questions but you will appreciate that, for our monitoring policy to be wholly effective, we would hope to have 100% response.

If you do not wish to answer any question(s) this will not affect your application in any way. There follows an explanation of some of the sections where appropriate. Thank you for your time and co-operation in completing our form.

We wish to give you the following assurances

- The information provided will not form the basis of any part of the selection process
- All information will be regarded as confidential
- This information will only be used for statistical purposes to monitor the composition of the service.

1. ETHNIC ORIGIN

We appreciate that some people, including those of mixed race, may not be happy with classification used on monitoring forms. The classifications we have used are those used by the General Register for Scotland – census forms. If you wish to classify yourself in some other way, please use the additional space provided to do so.

I would describe my ethnic origin as *(in your own words or if you prefer tick one of the following)*:

White Scottish	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Other White British	<input type="checkbox"/>	Indian	<input type="checkbox"/>	African	<input type="checkbox"/>		<input type="checkbox"/>
White Irish	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Black	<input type="checkbox"/>		<input type="checkbox"/>
Any other white background	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Any other black background	<input type="checkbox"/>		<input type="checkbox"/>
	<input type="checkbox"/>	Any other Asian background	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

Other ethnic background (please specify).....

2. GENDER

I am (please tick)	<input type="checkbox"/>	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Transgender	<input type="checkbox"/>
--------------------	--------------------------	------	--------------------------	--------	--------------------------	-------------	--------------------------

3. AGE

25 and under	<input type="checkbox"/>	55 and over	<input type="checkbox"/>
26 - 34	<input type="checkbox"/>	Declined to answer	<input type="checkbox"/>
35 - 54	<input type="checkbox"/>		

4. DISABILITY

We understand that many employees do not declare disability or caring responsibilities because of possible discrimination against them by employers in the selection process. We would like to know how many people we attract to the service so that we can monitor the effectiveness of our policies towards disabled people and their carers.

Do you consider that you have a disability or long term health condition which limits your day to day activities?

Yes No

Would you require special adaptations/equipment

Yes No

Carer of someone with a disability

Yes No

Please specify _____

*If you answer in the affirmative to any of the above questions and are short-listed for interview, please contact the CAB to ensure that interview arrangements are to your satisfaction.

5. RELIGION AND BELIEF

We appreciate that some people may not be happy with these classifications. The classifications that we have used are those used by the General Register for Scotland - census forms. If you wish to classify yourself in some other way, please use the additional space provided to do so.

I would describe my religion or belief as:					
None	<input type="checkbox"/>	Other Christian	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
Church of Scotland	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Roman Catholic	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>	Hindu	<input type="checkbox"/>

Another religion or belief (Please specify)

6. SEXUAL ORIENTATION

We appreciate that some people may find the question on sexual orientation to be an extremely personal one and we must therefore re-iterate that you are under no obligation to answer it.

I would describe myself as (*please tick*):

Heterosexual

Lesbian

Gay

Bisexual

7. MEDIA RESPONSE

Where did you see this post advertised or how did you find out about it?

8. COMMENTS

Do you have any comments about our monitoring form?

EAST RENFREWSHIRE CITIZENS ADVICE BUREAU

ASAP Unforgotten Forces / Welfare Benefits Adviser JOB DESCRIPTION

Name of Employer: **East Renfrewshire Citizens Advice Bureau**

Job Title: **ASAP Unforgotten Forces / Welfare Benefits Adviser**

Responsible to: **The Manager**

Responsible for: **Unforgotten Forces and Welfare Benefits**

Summary of main responsibilities:

ASAP Unforgotten Forces/Benefits Adviser will work with the ASAP Regional Support Officer in the defined regional areas. The adviser will provide advice to older veterans covering areas such as advice, access to health care, social isolation, respite along with creative activities and events for those in care settings.

Unforgotten Forces is a partnership between 15 leading organisations which will deliver a range of new services and enhancements for older veterans living in Scotland. These services cover areas such as advice, access to healthcare, social isolation, respite, along with creative activities and events for those in care settings. Citizens Advice Scotland is pleased to be part of this consortium through the Armed Services Advice Project.

ASAP Unforgotten Forces/Benefits Adviser will ensure the provision and development of quality advice, information and representational advocacy on statutory benefits, and other social welfare matters as appropriate within the area of benefit of East Renfrewshire Citizens Advice Bureau by way of casework and specialist support services to Bureau volunteers and paid staff of the Bureau.

Responsibilities:

- To undertake advice for older veterans
- To support bureaux advice workers in their handling of advice and support to the armed forces community by providing effective consultancy and guidance
- To establish good working relationships with each bureau in the defined regional area
- To provide training (when required) to volunteer and other advisers working in the relevant areas in order to maintain up to date approaches to benefits and other advice issues for older veterans
- To work with other voluntary and statutory agencies in promoting the growth of armed forces community advice and support in the relevant areas, including awareness raising work with community groups
- To establish and maintain a database of specialist agencies for referral purposes
- To establish and develop working relationships with other relevant agencies
- To monitor the operation of the ASAP Unforgotten Forces service and identify areas of development

- Attend and participate (when required) in the national and regional Armed Services Advice project team meetings
- Liaise closely with the ASAP Co-ordinator, Citizens Advice Direct and other regional support areas
- Provide reports for and attend any regional group meetings
- Casework – at review and appeal level (occasionally at claim level if a home visit is necessary).
- Provide representation for clients at Social Security and Disability Appeal Hearings.
- Monitor and report back on specific issues arising through addressing the requirements of “persons in need”
- Keep such records as required to enable the service to be monitored and evaluated.
- Undertake any other work, consistent with the purpose of the post, as directed by the Manager.

PERSON SPECIFICATION

ASAP Unforgotten Forces/ Welfare Benefits Adviser

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good standard of general education. Evidence of vocational training/qualification	Degree/HND or equivalent, relevant to post
EXPERIENCE	<p>Experience in advice provision</p> <p>Experience in provision of welfare rights advice</p> <p>Experience in using systems and procedures</p>	<p>Experience in representation work</p> <p>Work experience in the voluntary sector or CAB</p> <p>Experience in using computer packages</p>
SKILLS AND ATTRIBUTES	<p>Excellent written and oral communication</p> <p>Skilled in report writing</p> <p>Good planning and organisational skills</p> <p>Experience of carrying and managing a complex case load</p> <p>Excellent interpersonal skills</p> <p>Able to communicate effectively with a range of audiences</p> <p>Ability to work on own initiative</p>	<p>Ability to develop new ideas through to operation</p> <p>IT proficient</p> <p>Enthusiasm, drive and ability to motivate others</p>
VALUES AND ATTITUDES	<p>Commitment to team working approach</p> <p>Proven ability to work as part of a team</p> <p>Support the principle of voluntarism</p>	<p>Proven ability to work within a community development or volunteer setting</p> <p>Experience of implementing equal opportunities policies and practices</p>

	Commitment to equality of opportunity within the association and its services	
KNOWLEDGE	<p>Good working knowledge of welfare benefits system</p> <p>Knowledge of debt issues</p> <p>Understanding of social exclusion issues</p>	<p>Awareness of social needs of local communities</p> <p>Awareness of issues and developments for the armed forces community</p>
OTHER	<p>Current clean driving licence and own transport</p> <p>Ability to network with other groups within the community</p>	

East Renfrewshire Citizens Advice Bureau staff privacy notice:

Introduction

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, you have a right to be informed about the collection and use of your personal data. This notice sets out your rights and provides you with the information that you need to exercise those rights.

We will provide data privacy information to you at the time that we collect your personal data from you and within one month if we obtain personal data from other sources.

We will regularly review and where necessary update your data privacy information. If we start to use your information for a new purpose which you are/were not aware of, we will bring this to your attention before we begin processing it.

We will provide the information in a way that is concise, transparent, intelligible, easily accessible and uses clear and plain language.

The lawful basis for processing your personal data

As you employer, East Renfrewshire CAB needs to keep and process information about you for normal employment purposes. The information that we hold and process will be used for our management and administration use only. We will keep and use it to enable us to run the bureau and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are working for us, at the time when your employment ends and after you have left. This includes using information to enable us to comply with the employment contract, to comply with any legal requirements, pursue the 'legitimate interests' of the bureau (for example to prevent fraud, for administrative purposes or to report potential crimes) and protect our legal position in the event of legal proceedings.

Purpose of processing your personal data

Much of the information that we hold will have been provided by you, but some may come from other internal sources such as your line manager or, in some case, from external sources such as referees.

The sort of information we hold includes your application form and references; your contract of employment and any amendments to it; correspondence with or about you; information needed for payroll, benefits and expenses; contact and emergency contact details; records of holiday, sickness and other absence; information needed for equal opportunities monitoring; information needed for auditing under the National Standards for Information and Advice Providers; and records relating to your career history such as training records, appraisals, other performance measures and, where relevant and appropriate disciplinary and grievance records.

Where necessary, we may keep information relating to your health, which could include reasons for absence and GP reports and notes. This information will be used in order to comply with our health and safety and occupational health obligations – to consider how your health affects your ability to do

your job and whether any adjustments to your job may be appropriate. We also need this data to administer and manage statutory and company sick pay.

Where we process special categories of sensitive personal data relating to your race, ethnic origin, political opinions, religion, trade union membership, genetics, biometric data, health, sex life or sexual orientation, we will only do so in order to allow us to meet our obligations under employment or occupation health law. If we need to use this data for any other reason, we will always obtain your explicit consent to those activities unless this is not required by law or the information is needed to protect your health in an emergency.

Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

Retention periods for your personal data

We will keep your records for the following periods:

- Income tax and National Insurance records – not less than 3 years after the end of the financial year to which they relate
- Maternity pay records, calculations, certificates or other medical evidence - 3 years after the end of the tax year in which the maternity period ends
- Inland revenue and HMRC approvals – permanently
- Parental leave - 18 years from the birth of the child
- Pensioners' records - 12 years after benefit ceases
- Personnel files and training records – 7 years after employment ceases
- Redundancy details, calculations of payments, refunds, notifications to the Secretary of State- 6 years from the date of redundancy
- Statutory sick pay records, calculations, certificates, self-certificates – a minimum of 3 months after the employment ceases

Who your information will be shared with

Data will be shared with the following agencies:

- Campbell Dallas for the purposes of processing payroll
- Carey Corporate Pensions for the purposes of pension administration
- Aviva for the purposes of administering Employers' Liability insurance cover
- The auditors for the National Standards for Information and Advice Providers in order to provide proof of competence against those standards. Currently the organisation responsible for audit is the Scottish Legal Aid Board
- Citizens Advice Scotland for the purposes of audit, complaints handling and support with HR issues (in order to comply with SACAB membership conditions)

Other than for the purposes outlined above, we will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you.

Your rights in relation to the processing of your personal information

Under the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018, you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data; the right to restrict processing or to object to processing; and (in some circumstances) the right to data portability.

If you have provided consent for the processing of your data, you have the right (in certain circumstances) to withdraw that consent at any time, which will not affect the lawfulness of the processing before your consent is withdrawn.

You have the right to make a complaint to the Information Commissioners Office if you believe that we have not complied with the requirements of the GDPR or the DPA.

Identity and contact details of the data controller and the data protection officer

East Renfrewshire CAB is the controller and processor of data for the purposes of the GDPR and the DPA 2018.

If you have any concerns about how your data is processed you can contact:

Mrs. Teresa O'Hara
East Renfrewshire CAB
214-218 Main Street
BARRHEAD
G78 1SN

Email: teresao'hara@eastrenfrewshirecab.casonline.org.uk