**PEEBLES AND DISTRICT CITIZENS’ ADVICE BUREAU**

**Information to applicants for the post of Manager**

**Peebles and District CAB**

Peebles and District Citizens Advice Bureau opened its doors in 1976 and has established a strong reputation as an essential advice service in the area. It provides a comprehensive advice and information service throughout Peeblesshire from its office in Peebles. It is currently open to the public for drop-in and appointments 5 days per week and also provides telephone and e-mail advice. The bureau currently has 4 part time members of staff and 20 volunteers, including trainees. There are two paid specialist welfare rights workers, a debt adviser and a session supervisor/ administrator. Peebles CAB also manages a regional service -the Patient Advice and Support Service (PASS) across the Borders Health Board area and manages the specialist worker associated with this service.

Delivering a service across a large geographical area can bring challenges but also highlights opportunities for collaborative working. Peebles is one of three bureaux operating within Scottish Borders Council area and is a member of the Borders Consortium of CAB which was set up to ensure that high quality, effective and accessible advice is available to all residents in the local authority area.

The Peebles CAB Manager post is a diverse, interesting and at times challenging role. This post demands a high level of commitment and may involve some out of hours and evening work. No overtime payments are made, but time off in lieu is given. The role will also include some travel across the Scottish Borders.

Peebles CAB is part of a wider Citizen’s Advice network across Scotland. Citizens Advice Bureaux are major providers of information, advice and assistance across the country and operate from over 200 service points that cover Scotland from the islands to the City Centres. The network is supported by an umbrella organisation and Charity – Citizens Advice Scotland (CAS) but each individual CAB is an autonomous organisation and Charity operating within its’ own area of benefit.

CAB are generally staffed for the most part by trained volunteer advisers who are supported by a small paid staff team. CAB provide advice and information on a wide range of issues including Welfare Benefits, Debt, Legal, Consumer, Housing and Employment. Most CAB also have paid specialist workers who can deal with more complex cases and help clients to appeal and representation stage.

Peebles CAB is funded by a mixture of Local Authority (Core) funding and Project funding.

The manager at Peebles CAB is supported and supervised by a voluntary Board of trustees who are responsible for the strategic direction and good governance of the CAB.