**DENNY & DUNIPACE CITIZENS ADVICE BUREAU**

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

Denny & Dunipace and the CAB Service

Denny & Dunipace Citizens Advice Bureau opened its doors in 1977 and has since established a strong reputation as an essential advice service in the area. We serve a population of around 22,000 people living in Denny, Dunipace and surrounding villages to the west of Falkirk. Denny & Dunipace CAB is one of three Bureau’s that operate in the Falkirk Council Area.

Our 5 paid members of staff and 21 volunteers provide free, confidential and impartial advice to help people resolve issues that are causing them worry and stress.

We make strenuous efforts to reach people who are unemployed, on low incomes, with mental health problems, with injuries or illnesses with limited support from friend or family, who don’t know about available support and other isolated or vulnerable groups of clients. We also work collaboratively with agencies in the Falkirk Council area and beyond to ensure that the widest range of services are available that best match the needs of the local population.

We deliver:

* An open door / appointment service at 24 Duke Street in Denny (20 hours week)
* Weekly outreach clinics in Denny and Bonnybridge (5 hours week)
* E-mail advice

Citizens Advice Direct provides telephone advice to residents from our area with single issues, allowing us to concentrate on face to face advice, particularly for clients with complex cases that require specialist advice and support.

We also:

* Operate legal clinic every four weeks
* Deliver a Falkirk wide project – Armed Services Advice Project
* Deliver regular information sessions for local community groups
* Work hard to maximise the effectiveness of national campaigns

We have rigorous internal and external processes to record and evaluate our work, for example our Bureau is fully accredited to Scottish National Standards for Information Providers in Housing, Welfare Benefits and Money Advice.

We share best practice and work collaboratively with the agencies in the Falkirk Council area and beyond to ensure that the widest range of services are available that best match the needs of the local population.

Applicants for the post of Manager should be under no illusions about the extent of hard work and pressure involved in this challenging and interesting job. This post demands a high level of commitment and may involve a certain amount of work outwith office hours. No overtime payments are made, but time off in lieu is given.

**About Citizens Advice Bureaux**

Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from over 200 service points that cover Scotland from the islands to the City Centres.

The Bureaux are staffed by trained volunteer advisers under the supervision of the Manager, and provide responses to clients' enquiries covering the whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

The local offices are wholly independent and receive their core funding from their respective local Councils. Bureaux are autonomous bodies under the control of a local Committee of Management or Board of Directors. These consist of representatives of local statutory and voluntary agencies, elected members of the public, and volunteer representatives.

All bureaux are members of Citizens Advice Scotland – CAS (the Scottish Association of Citizens Advice Bureaux), and as such must meet specific conditions of membership related to standards of service and other matters. The Association receives financial support from central government through the Department for Business Innovation Skills.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and money; employment; goods and services; housing; and family and personal situations.

Expenses are reimbursed for travel related to approved duties. CAS meetings are held from time to time in Edinburgh or Glasgow and CAS will reimburse expenses for these.

**Company Limited by Guarantee in Scotland No:**  SC126239

**Registered Address:** Denny and Dunipace Citizens Advice Bureau, 24 Duke St, Denny FK6 6DD

**Scottish Charity No**: SC004864