**EAST RENFREWSHIRE CITIZENS ADVICE BUREAU**

**Information to applicants for the post of PASS Adviser**

Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from 219 service points that cover Scotland from the islands to the City Centres.

The Bureaux are staffed by trained volunteer advisers and paid staff 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.

These local offices are wholly independent and receive funding from their respective local Councils in the form of annual grants. Bureaux are autonomous bodies under the control of a local Committee of Management. These consist of representatives of local statutory and voluntary agencies, elected members of the public, and staff representatives.

All bureaux are members of Citizens Advice Scotland (the Scottish Association of CABx), 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 of Trade and Industry.

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.

East Renfrewshire covers an area of 174 square kilometres with a population over 92,000.

The CAB office is located in Barrhead. The Board of Management comprises ten members and employs, a Bureau Manager, an Administrator, a Money Adviser, a Housing Adviser, Two Welfare Rights Officers, Three Project Staff and Two admin support workers. There are thirty-two valued volunteers, all of whom have undergone basic training. Operating hours are Monday to Friday from 9:30am-3:30pm. No overtime payments are made, but time off in lieu is given. Expenses are reimbursed for travel related to approved duties.

Interview date: Friday 26 January2018

CAB Charity No: SC013474

CAB Charity Name: East Renfrewshire Citizens Advice Bureau