**Job Title:** Armed Service Advice Project Support Worker (ASAP) Support Worker

**Responsible to:** Chief Officer

# About the role

The provision of advice to members of the armed forces community and supporting

bureaux advisers in the provision of advice to the Armed Forces Community

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# Job description

**Key responsibilities**

* To undertake advice for members of the armed forces community
* To support bureau advice workers in their handling of advice and support to the armed forces community by providing effective consultancy and guidance
* To provide training to volunteers and other advisers working in the relevant areas in order to maintain up to date approaches to benefits and other advice issues for the armed forces community
* To work with other voluntary and statutory agencies in promoting the growth of armed forces community advice and support
* To establish and develop working relationships with other relevant agencies
* To maintain accurate, confidential records of all casework in keeping with CAB service Requirements
* Carry out any other tasks as required ensuring the effective delivery and development of the service
* Contribute to local and national social policy
* Ensure all work conforms to the membership standard of the Scottish Association of Citizens Advice Bureaux, National Standards for Information and Advice Providers and the Bureau’s policies and procedures
* Demonstrate and promote the aims, policies and membership requirements of the CAB service
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Knowledge of social security benefits and entitlement
* Experience of working with people with multiple and complex needs
* Ability to work without supervision and prioritise workload
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and managers
* Ability to use telephony and IT systems to deliver services across multiple channels ( web chat and telephony)

**Desirable**

* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**The Angus** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC010051**

**Charity name: Angus Citizens Advice Bureau (SCIO)**