



# Job Information Pack

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## Job Details

Job title: **Outreach Income Maximisation Adviser**  
Reporting to: Projects Manager  
Location: Edinburgh-wide: Locality Hubs in North, South, East and West; Citizens Advice Edinburgh Bureaux; and Homeworking  
Employer: Citizens Advice Edinburgh, 58 Dundas Street, Edinburgh, EH3 6QZ  
Salary: £28,270  
Benefits: 35 days annual leave and a 7% non-contributory pension  
Hours: Full Time - 35 hours per week  
Work Pattern Mon-Fri  
Start Date: Immediate Start  
Term: 2-year Fixed Term from start date  
Criteria: Appointment subject to Right to Work checks and Disclosure check

## The Application Process

Application deadline: 5pm on Tuesday 20<sup>th</sup> August 2024  
Interview date: Week Beginning 26<sup>th</sup> August 2024  
Interview location: Online via Teams or in person at Leith CAB  
Interview format: 50-minute interview

Please email your applications to [markcarter@cabedinburgh.org.uk](mailto:markcarter@cabedinburgh.org.uk)

## About Citizens Advice Edinburgh

The Citizens Advice Service was first established in Edinburgh in 1939. In 2007 the separate Bureaux merged to form Citizens Advice Edinburgh (CAE) and in the subsequent years our operations have expanded. CAE currently delivers services from 4 main Bureaux (Dundas Street, Leith, Muirhouse and Portobello) and over 20 project/outreach locations across the capital.

Through a team of core and project staff and over 100 highly trained and committed volunteers, CAE provides a free, confidential, independent and impartial service to the citizens of Edinburgh on a wide range of issues including:

- Debt and money
- Welfare Rights
- Consumer issues
- Immigration
- Employment and workforce problems
- Housing
- Relationship and family issues
- Discrimination
- Health services
- Legal rights & responsibilities

The charity is a trusted and well-respected organisation. It enjoys high levels of client satisfaction, and the excellence of its training programme is widely recognised. Its volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year.

For a full overview of all our services and current work, please visit our website at: [www.citizensadviceedinburgh.org.uk](http://www.citizensadviceedinburgh.org.uk)

## Job Description

### Outreach Income Maximisation Adviser

#### Summary of Project

**Citizens Advice Edinburgh (CAE)** is part of an exciting new collaborative project – **The Family Hub** - funded via the Scottish Government's Whole Family Wellbeing Fund (WFWF).

The collaborative comprises the Third Sector organisations **Circle, Stepping Stones North Edinburgh, Home-Start Edinburgh** and **Home Link Family Support**, alongside NHS Lothian's **Parent & Infant Relationship Service** and the City of Edinburgh Council's **Early Learning & Childcare Service**.

The project will deliver bespoke whole-family supports throughout the early years. CAE will provide the welfare rights advice element of this service. The collaborative will ensure that universal and enhanced support is available at the earliest stage possible for all families with a child not yet in an ELC or a pre-school age setting. This will be achieved by developing a cohesive pathway and a menu of supports alongside families.

The project is underpinned by early intervention and support. In providing holistic support to parents, we will improve the caregiving experience and infant mental health. Targeting secure attachment will increase the likelihood of children remaining within the family home.

The project aims to:

- Improve family wellbeing
- Reduce inequalities in family wellbeing
- Reduce the need for families requiring crisis intervention
- Reduce the number of children living away from their families
- Increase the number of families taking up wider support

The multi-disciplinary service will be delivered via physical **Hubs** in each locality, **Pop-ups** and **Home Visits** to families, to ensure city-wide, equal and convenient access.

#### Your Role

As the project's **Income Maximisation Adviser**, you will principally advise parents about welfare entitlement, grants, and tariffs; budgeting; reducing household costs; and managing debt. Alongside financial topics, you will also

offer assistance with housing, employment, and other related areas of advice. The central aim of the role will be to reduce the number of families and children living in relative poverty.

The successful candidate must be experienced in giving advice, particularly in relation to benefits. Evidence of training and experience within another advice role is expected, but opportunities to develop your knowledge would be available via access to Citizens Advice's comprehensive training platform. Provision of advice would be supported by the Citizens Advice information database and access to Citizens Advice Edinburgh's network of specialists.

It is not essential to have experience of working within the sphere of Early Years or family support, but the candidate must be motivated to work collaboratively as part of a multi-disciplinary team and to display awareness and understanding of the complex support needs and vulnerabilities that families may present with to the service.

Due to the citywide coverage of the service, candidates must commit to regular travel between different Edinburgh locations and be confident working independently at times. The post holder will also be required to assertively develop and maintain links with relevant partner agencies in the wider community, to ensure that families receive holistic support.

# Responsibilities

## 1. Advice work and support

- Deliver Level 1-3 advice and support in accordance with the Scottish National Standards for Information and Advice Providers (Benefits/Money/Housing)
- Work confidently in different outreach settings, including accessing IT systems remotely
- Triage clients to efficiently determine their advice needs and priorities
- Deliver advice in person and remotely, by phone and email
- Ensure accurate information and advice is given
- Maintain client confidentiality and, when appropriate, share information securely and efficiently
- Assist in audit processes
- Attend training to stay abreast of current legislation and proactively engage with Continued Professional Development

## 2. Case Management

- Carry a case load and deliver ongoing support to clients, within the project remit (combination of short-term assistance and in-depth casework)
- Refer clients to other CAE volunteer or staff specialists where appropriate
- Manage referrals to external agencies and partner organisations

## 3. Project reporting and statistics

- Ensure that accurate, legible and comprehensive case records are kept
- Ensure that accurate statistics are available for reports as required
- Work closely with the service manager, project partners and funder to complete reports, demonstrate successful outcomes, and develop the service

## 4. Other duties

- Develop strong working relationships with Health & Social Care colleagues
- Deliver training to project colleagues, individually and in a group setting
- Carry out promotional activities as necessary to establish and maintain a steady flow of client referrals
- Implement organisational Equality Policies
- Liaise with advice colleagues to share peer support and ensure consistency of service delivery
- Any other reasonable tasks as requested by the Senior Management team

## Person Specification

### Essential criteria

- Completion of CAB Generalist Adviser Training or equivalent (i.e., training/experience within another advice role)
- Recent experience of delivering advice in the key areas of welfare benefits, money, debt, housing and employment
- Ability to understand and empathise with clients facing socio-economic challenges
- Research skills
- Good interpersonal skills and case recording ability
- Ability to establish and maintain good relationships with Citizens Advice colleagues, project partners, and community agencies
- Ability to work independently, under pressure, and with limited resources when required
- Excellent communication and IT skills
- Ability to work flexibly and pro-actively balance workload

### Desirable Criteria

- Experience and understanding of the voluntary sector
- Experience of working in partnership with colleagues in related disciplines
- Experience of working effectively in outreach settings
- Demonstrable commitment to the aims and principles of Citizens Advice