

## Perth Citizens Advice Bureau

7 Atholl Crescent Perth PH1 5NG

[www.perthcab.org.uk](http://www.perthcab.org.uk)

Advice Line 01738 450580

Appointments Line 01738 450581

Fax 01738 450582



## Perth Citizens Advice Bureau

### Application pack

#### 1. Notes for applicants on completing the application form

- The form should be completed in black ink or black ballpoint pen or typed. This will make it easier for photocopying purposes.
- Please do not send in your CV.
- One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
- The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the person specification, which will cover the areas in more detail.
- If you require any help with the application form, or the application process in general, please contact the bureau by writing to the address below, or by e-mailing: [karencampbell@perthcab.casonline.org.uk](mailto:karencampbell@perthcab.casonline.org.uk)

## **2. Service Information**

Perth Citizens Advice Bureau is a registered charity providing a wide range of advice services for the people of Perth and Kinross. The bureau is also a Company Limited by Guarantee and the Board of Directors are also Charity Trustees. We currently employ 17 paid staff and we have about 40 volunteers who carry out a variety of roles including advice work, administration and IT support.

The main enquiries at the present time relate to problems with welfare benefits and money including debt; employment; goods and services; housing; and family and personal situations.

All our services are free, independent, impartial and confidential.

Perth CAB is based in the city of Perth but covers a large rural area with a diverse population. We operate a number of projects in addition to our core generalist advice service including a rural outreach service, an Armed Services Advice Project, Patient Advice and Support Service for NHS patients and their families, specialist debt advice and a financial capability project.

Like all CABx we use our clients' experiences to campaign for change – without disclosing the identity of our clients - and we are particularly concerned about the occurrence of social and financial exclusion. We are currently monitoring the impact of Welfare Reform on our clients.

## **3. Equal Opportunities - General Policy Statement**

We in the CAB service are committed to the principle of equality of opportunity for all in employment, volunteering, access to advice, service provision and within both decision-making structures. This commitment will involve bringing equality of opportunity into the mainstream of the CAB service by integrating equal opportunities into all of its operations to take account of and reflect the diverse needs of the Scottish population.

### Discrimination

We recognise that issues relating to colour, ethnicity, religion, disability, gender, age and sexuality raise questions of discrimination in society.

We acknowledge that to achieve the effective implementation of this policy would require taking positive action to overcome barriers to services, employment and volunteering opportunities for groups who suffer discrimination.

We also recognise that advice and support services need to be delivered by a workforce that reflects the diversity of our communities and that it is necessary therefore for this diversity to be appropriately represented throughout Citizens Advice Scotland (CAS) and the CABx. To this end we will seek accurate information about existing and potential clients, workers, and volunteers leading to appropriate marketing and provision of services and job opportunities.

We will work to ensure that that the CAB service actively acts equitably and justly; that those people who experience discrimination feel welcome within the CAB service and feel able to use and contribute to the organisation. To facilitate this, we will provide training and develop procedures and guidelines to ensure that all those involved in the management of the CAB service:

- know about the inequalities and difficulties faced by different sections of the community within which the CAB operates
- have an understanding of the needs of these diverse communities
- routinely assess the impact of its policies and practices on particular groups of people
- provide an appropriate and equal service to all within its area of benefit.

### Obligations

The CAB service believes that no job applicant, worker, volunteer, or client should receive less favourable treatment than another on grounds of gender, sexuality, age, disability, race, colour, religion, or ethnic origin. There is no situation in which the CAB service will discriminate unfairly. In addition to our moral responsibility we recognise our obligation under equalities legislation and will work to comply with the relevant codes of practice.

### Implementation

We accept that the implementation of the equal opportunity policy is the responsibility of all those within the CAB service, including the managers, staff and committees that comprise Citizens Advice Scotland, as well as volunteer and paid bureau staff and management committees of bureaux. It is recognised, however, that those working at management level have a specific duty to set the required standards and ensure those standards are met.

The service recognises that to turn policy into practice equality standards would have to be subsumed within the membership scheme standards documents that set out the requirements that all bureau have to meet. Compliance with these standards will then be audited through the CAS audit process.