



Background Information –Citizens Advice Bureau West Lothian

CAB West Lothian was formed in 1940. It is a member of the nationally recognised brand of Citizens Advice Bureau (CAB) and has continued to develop in response to the needs of the residents of West Lothian. The organisation is a member of the umbrella body Citizens Advice Scotland that provides guidance and support to all Citizens Advice Bureau in Scotland (CAS). The twin aims of the service are:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

CAB West Lothian is well placed to recognise trends and identify particular needs and lack of services for specific groups.

Through a team of core and project staff and over 40 volunteers, the bureau provides a free, confidential, independent and impartial service for community residents 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

CAB West Lothian 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.

As well as the generalist advice service the Bureau runs a number of value added projects and works in partnership with a number of other organisations to deliver these projects – full details on these projects can be found on our website www.cabwestlothian.org.uk

The Bureau is always looking at new and innovative ways to develop its service across West Lothian as well as building relationships with our partners and other agencies.

We are a recognised Charity; Scottish Charity Regulator (SC000630), and operates as a Company Limited by Guarantee (SC1432115) and is registered with Financial Conduct Authority (FRN 617485).

JOB REMIT

Employer: CAB West Lothian

Job Title: Regional Support Officer

Responsible To: Projects Manager

Background: PoppyScotland heads a funding partnership of several other charities which has funded the CAB service to deliver an advice and support service to the Armed Forces community in Scotland. This includes people who are currently serving, those who have served in the past, and their dependants, as well as certain Merchant Navy personnel.

Main Purpose: The ASAP Regional Support Officer will work with the Citizens Advice Bureaux across a large geographical area. The officer will provide advice to members of the Armed Forces community, support bureaux in the provision of advice to this group, will co-ordinate regional activities and provide training as appropriate. This advice will include phone, e-mail, virtual and face to face advice (for vulnerable clients)

Responsibilities

- To undertake specialist advice for members of the Armed Forces community
- To support bureaux advice workers in their handling of advice and support to the Armed Forces community by providing effective consultancy and guidance
- To establish good working relationships with all paid and voluntary staff
- To participate in the identification of staff training needs and in the development of training materials and training plans, in association with national and regional colleagues
- To establish a positive working relationship with the Regional Support Officers in other bureaux and undertake joint initiatives where appropriate.
- To provide training to volunteer 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 in the relevant areas, including awareness raising work with community groups
- To establish and develop working relationships with other relevant agencies
- To maintain accurate, confidential records of all casework in keeping with CAB service requirements
- To record and collate statistics for ASAP and bureau reporting, and in order to contribute to the social policy work of the region
- Undertake any other reasonable duties as requested by the Bureau Manager.

Team Work

- Attend and participate in the national Armed Services Advice Project team meetings
- Liaise closely with the ASAP Co-ordinator, Citizens Advice Direct and other regional support areas
- Fully participate in CAB staff and volunteer meetings

Accountability

- Provide written reports for and attend supervision sessions and annual appraisal.
- Provide management reports on the performance of the project and also reports to the board of directors.

PERSON SPECIFICATION

	COMPETENCIES
QUALIFICATIONS	<ul style="list-style-type: none">• Advice worker basic training
EXPERIENCE	<ul style="list-style-type: none">• Minimum of 1 years CAB experience• Experience of delivering advice in benefits, debt, income maximisation• Working collaboratively across several organisations• Experience of advice delivery including use of digital platforms• Experience of working as part of an effective team
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none">• Excellent communication skills• Ability to work without close supervision, prioritise own work and meet deadlines• Ability to work hours flexibly as required by the needs of the service• Empathy• Lived experience
KNOWLEDGE	<ul style="list-style-type: none">• Advice giving knowledge experience• Barriers and challenges faced by veterans• A working knowledge of Microsoft software and related packages• An understanding of and commitment to aims, principles and policies of the service
OTHER	<ul style="list-style-type: none">• A willingness to undertake training as required• Flexible• Ability to travel when required