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**SKYE & LOCHALSH CITIZENS ADVICE BUREAU**

**Recruitment Pack**

**Welfare Rights Adviser**

1. Covering Letter
2. Background Information
3. Job Description
4. Person Specification
5. Notes on Completing Form
6. Application Form
7. Equal Opportunities Form
8. Self-Declaration Form for an Applicant working with Adults at Risk or Children

**Skye & Lochalsh**

**Citizens Advice Bureau**

Bureau Manager: Morag Hannah

The Green, Portree

ISLE OF SKYE  
IV51 9BT

Tel: (01478) 611880 Advice line: (01478) 612032

e-mail: office@skyecab.casonline.org.uk

Date: 9th April 2018

Dear Applicant

**Post of Welfare Rights Adviser**

Thank you for your enquiry about the above post.

You will find enclosed an application form together with a job description and an equal opportunities monitoring form. There is also some background information about the bureau.

In determining which applicants will be interviewed the Interview Panel will have regard to applicants who best fit the person specification so it is important that you use this as a guide when completing the application form.

In the interest of public safety, the successful applicant for this post will be asked to disclose criminal history information under the Protection of Vulnerable Adults Scheme.

We regret that we are unable to acknowledge receipt of completed application forms unless a stamped addressed envelope is enclosed with your application.

We look forward to receiving your application by the closing date of midnight of 11th May 2018 and we would ask that you provide an email address and telephone number where we can contact you day and/or evening.

Yours sincerely

Morag Hannah

**Bureau Manager**

**Skye & Lochalsh Citizens Advice Bureau**

**Background Information**

Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from almost 300 locations that cover Scotland from the Islands to the City Centres. Bureaux are staffed by trained volunteer advisers and paid staff who provide responses to clients' enquiries covering a whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

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. We are an independent & confidential service, responsible for raising our own funds. 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.

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.

The CAB office is located in Portree and outreach services are based in Kyle. At present, we employ two part-time Money Advice Workers, two part-time Welfare Rights Officers and a full-time Session Supervisor and a Bureau Manager. There are nine valued volunteers, all of whom have undergone basic training and seven trainee volunteers at present. Operating hours are Monday to Friday from 9am-1pm, 2pm-5pm. No overtime payments are made, but time off in lieu is given. Expenses are reimbursed for approved travel related journeys. The twin aims of the service are:

To provide the advice people need for the problems they face **and** to improve the policies and practices that affect people’s lives.

Through a small team of core and project staff and 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

Skye & Lochalsh CAB is a trusted and well respected organisation. It enjoys high levels of client satisfaction and the excellence of its advice work is recognised through high performing audits. Our volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year. We are a recognised as a Charity with Office of the Scottish Charity Regulator (SC022578), and operate as a Company Limited by Guarantee (SC229160) and are registered with Financial Conduct Authority (FRN 617782). For a full overview of all our services and current work, please visit our website at: [www.slcab.org.uk](http://www.slcab.org.uk)

**SKYE & LOCHALSH CITIZENS ADVICE BUREAU**

**WELFARE RIGHTS ADVISER JOB DESCRIPTION**

**Employer:** Board of Directors, Skye & Lochalsh CAB

**Job Title:** Welfare Rights Adviser

**Main Purpose:** To assist the delivery of Welfare Rights including Tribunal Representation

**Responsible to:** Bureau Manager

**Hours of Work:** 28 hours/week

**Salary Scale**: £22,623 gross pro-rata/annum **plus** Employer Contribution Pension 8%

# Summary of main responsibilities

To ensure the provision and development of quality advice, information and representational advocacy on statutory benefits, and other social welfare matters as appropriate within the area of benefit of Skye & Lochalsh Citizens Advice Bureau by way of casework and specialist support services to Bureau volunteers and paid staff of the Bureau, social work, health and voluntary sector practitioners.

To have particular regard to the requirements of “persons in need” within the Bureau’s area of benefit, and to assist in developing responsive and effective systems of service to address those requirements.

The Post Holder will work to alleviate poverty amongst disadvantaged people improving life prospects and promoting social inclusion.

# Responsibilities:

* Improving access to benefit entitlements, maximising income and accessing services promoting social inclusion.
* Carry ongoing casework associated with this post at review and appeal level assisting clients prepare for benefit appeals, research and draft written and legal submissions.
* Provide representation for clients at Social Security First Tier Tribunals.
* Prepare cases for Upper Tribunals.
* Delivery outreach advice sessions as required including home visits.
* Provide support and guidance on complex cases to CAB staff and volunteers.
* Refer clients on to colleagues or other agencies as appropriate for specialist help with issues that fall outside the remit of the service.
* Keep comprehensive records of casework which meet audit requirements, including use of CASTLE case recording system.
* Be responsible for the recording, collation and reporting of statistical data.
* Keep all records confidential, safe and accessible for future retrieval.
* Extract and compile information for social policy and other reporting purposes.
* Carry out relevant research and/or consultation exercises.
* Assist in developing and gathering evaluation feedback from service users and partners.
* Responsible for delivery of training and marketing.
* Undertake any other reasonable duties as requested by the Bureau Manager.

**Self Management**

* Take responsibility for implementing policies, procedures and protocols of the organisation.
* Take responsibility for personal safety in and out of the office in accordance with the organisation's health and safety procedures.
* Participate in the support, supervision and appraisal process.
* Provide written reports on project progress and for other publications.

**Team work**

* Share relevant information and give support and encouragement to colleagues.
* Participate in team meetings and Annual General Meeting.
* Assist in the development of the organisation by participating in development days, task groups etc. when required.

**Personal Development**

* Keep up to date knowledge of Legislation, Policies and case law relevant to post
* Identify own learning needs and participate in identified learning opportunities when required.
* Feedback on learning opportunities.
* Assist with delivery of training when required.

**Promoting the service**

* Present a positive image of the Bureau at all times.
* Form effective working relations and networking with other organisations and stakeholders ensuring collaborative approach in service delivery.
* Assist in raising awareness of the service.



**SKYE & LOCHALSH CITIZENS ADVICE BUREAU**

**Person Specification – Welfare Rights Adviser**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Qualifications | Educated to degree level or have equivalent relevant experience | Evidence of vocational training/qualification |
| Experience | In depth Welfare Benefits advice experience, particularly with vulnerable clients gained within the last two years.  Experience of preparing for and providing Tribunal representation experience  Good awareness and understanding of how rights and advice issues impact on the local communities  Recent experiences of working in a performance driven environment and evidence of meeting targets.  Experienced in using and constructing Spreadsheets and Databases; using word processing packages.  Experience of partnership working in the voluntary and statutory sectors. | Experience of working in the advice sector  Experience of undertaking research and/or consultation  Experience of CASTLE case recording system  Experience of Upper Tribunals |
| Skills, knowledge and attributes | An excellent working knowledge of Welfare benefits and better off calculations.  Ability to research, understand and explain complex information both orally and in writing.  Effective oral communication skills with particular emphasis on advocacy and representation.  Effective writing skills with particular emphasis on drafting reviews, legal submissions, reports and correspondence.  Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.  Understand the issues involved in and confident in interviewing vulnerable clients.  Commitment and ability to taking part in social policy, research or evaluation  Numerate to the level required in the tasks.  Ability to prioritise own work, meet deadlines and manage caseload.  Ability to use IT in the provision of advice and the preparation of reports and submissions.  Attention to detail. | Awareness of the social needs of local communities and services provided by the voluntary sector |
| Values and Attitudes | Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.  Ability to support and encourage vulnerable individuals.  Ability and willingness to work as part of a team.  Ability to monitor and maintain own standards.  Demonstrate understanding of social trends and their implications for clients and service provision.  Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.  Commitment to voluntarism  Commitment to quality customer care | Proven ability to work within a community development or volunteer setting.  Experience of implementing equal opportunities policies and practices. |
| Other | Willing to be flexible and adaptable in meeting the needs of the service  Able to work on own initiative  Ability to travel as required by job remit and occasionally undertake work out of office hours |  |

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**SKYE & LOCHALSH CITIZENS ADVICE BUREAU**

**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. Where you provide a CV, it will not be considered by us and in the absence of a completed application your application will not be continued.
* 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.



***Strictly Private and Confidential***

# APPLICATION FOR EMPLOYMENT

## Skye & Lochalsh Citizens Advice Bureau

**The Green**

**Portree**

**Isle of Skye**

**IV51 9BT**

**Telephone: 01478 611880**

**Please complete this form in black ink or type to enable clear photocopying.**

Skye & Lochalsh Citizens Advice Bureau wishes to ensure that comparison between applicants for posts is thorough and in line with it Equal Opportunities Policy. It is, therefore, essential that you complete this application form fully as it will be used to assess whether you will be shortlisted for interview. **Please do not enclose curriculum vitae**.

### 1. Position Applied for Welfare Rights Adviser

**2. Surname First Names**

**3. Address**

**4. Telephone Number**

### 5. How much notice, if applicable, are you required to give?

**6. Shortlisted applicants will be invited to attend interview**

**Please supply contact number and /or an e-mail address**

**7. Do you hold a clean current driving licence?** **Yes No**

### 8. Please state where you saw the advert for this post

#### If you require access assistance please phone (01478) 611880

**9. Are you entitled to work in the United Kingdom? Yes No**

*Please note, if you are called to an interview you will be asked to produce supporting evidence.*

**10**. **Protection of Vulnerable Groups Scheme**

You will be required to complete a Protection of Vulnerable Group Scheme membership form on which you will be asked to disclose any criminal offences of which you have been convicted. The level of check will be enhanced.

Do you have any unspent criminal convictions, police caution, reprimands or warnings or do you have any cases pending against you?

**Yes No**

If yes, please specify

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**11. Work Experience**

##### We want to know about your work experience, paid or unpaid. Please include your current /previous employment, voluntary work, or community activities, and time spent caring for dependants, etc, if appropriate. Say why you left.

|  |  |  |  |
| --- | --- | --- | --- |
| Dates | Names of Employer(s)/Organisations | Main Tasks Undertaken | Why did you leave? |
|  |  |  |  |

**12. Education and Training**

##### Please list any education and/or training (including short courses) that you have undertaken

|  |  |  |
| --- | --- | --- |
| Dates | **Education/Courses/Training** | **Qualifications** |
|  |  |  |

**13. Additional Information**

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description and person specification, please indicate what experience, skills and interests you would bring to this job. **(Please continue on an additional sheet if you wish)**

### 14. References

Skye & Lochalsh Citizens Advice Bureau requires two receive positive references prior to confirming appointment of the successful candidate. The post involves working with young people and vulnerable adults.

Please give below the names and addresses of two referees who can comment on your suitability for the post. If you have been employed, one should be from your present or most recent employer.

Name

Relationship

Position held

Address

Telephone No

Name

Relationship

Position held

Address

Telephone No

References will only be taken up where the Board of Directors intends to make an offer of employment.

**I declare the information given on this form is correct to the best of my knowledge. I understand that my application may be rejected and/or I may be dismissed following appointment if I have given any false or misleading information or have withheld any relevant details.**

**Signature ………………………………………… Date ……………………………………**

**Closing Date for application: Midnight 11th May 2018**

Please return this form marked “Confidential” by email or post to:-

[Office@skyecab.casonline.org.uk](mailto:Office@skyecab.casonline.org.uk)

Morag Hannah, Bureau Manager

Skye & Lochalsh Citizens Advice Bureau

The Green

Portree

ISLE OF SKYE

IV51 9BT

**YOU ARE REQUESTED TO BRING TO INTERVIEW ALL RELEVANT EDUCATION/VOCATIONAL CERTIFICATES YOU HAVE REFERRED TO IN THIS APPLICATION**

## EQUAL OPPORTUNITIES – RECRUITMENT MONITORING FORM

The CAB is striving to ensure equality of opportunity in its volunteering and employment policies and therefore we have decided to monitor our recruitment practices. This will help us identify areas of under representation in our workforce and to assess those areas where positive action is needed. In order that we can monitor each stage of the recruitment process, you will be asked to complete this form on application.

Your co-operation in completing this form would be greatly appreciated. We must stress that any information you give will be strictly confidential. You are not obliged to answer the questions but you will appreciate that, for our monitoring policy to be wholly effective, we would hope to have 100% response.

If you do not wish to answer any question(s), this will not affect your application in any way. There follows an explanation of some of the sections where appropriate. Thank you for your time and co-operation in completing our form.

We wish to give you the following assurances

* The information provided will not form the basis of any part of selection
* All information will be regarded as confidential
* This information will only be used for statistical purposes to monitor the composition of the service.

**1. ETHNIC ORIGIN**

We appreciate that some people, including those of mixed race, may not be happy with classification used on monitoring forms. The classifications we have used are those used by the General Register for Scotland – census forms. If you wish to classify yourself in some other way, please use the additional space provided to do so.

I would describe my ethnic origin as *(in your own words or if you prefer tick one of the following):*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| White Scottish |  | Indian |  | Chinese |  |
| Other White British |  | Pakistani |  | Caribbean |  |
| Irish |  | Bangladeshi |  | African |  |
| Any other white background |  | Any other Asian background |  | Any other Black background |  |

Other ethnic background (please specify)……………………………….

**2. GENDER**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I am *(please tick):* | Male |  | Female |  | Transgender |  |

**3. AGE**

|  |  |  |  |
| --- | --- | --- | --- |
| 25 and under |  | 55 and over |  |
| 26 - 34 |  | Declined to answer |  |
| 35 - 54 |  |  |  |

**4. DISABILITY**

We understand that many employees do not declare disability or caring responsibilities because of possible discrimination against them by employers in the selection process and many people do not register as disabled for the same reason. We would like to know how many people we attract to the service so that we can monitor the effectiveness of our policies towards disabled people and their carers.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Disability\* | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Registered disabled\* | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Would you require special adaptations/equipment | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Carer of someone with a disability | Yes |  | No |  |

Please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*If you answer in the affirmative to any of the above questions and are short-listed for interview, please contact the CAB to ensure that interview arrangements are to your satisfaction.

**5. SEXUAL ORIENTATION**

We appreciate that some people may find the question on sexual orientation to be an extremely personal one and we must therefore re-iterate that you are under no obligation to answer it.

I would describe myself as *(please tick):*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Heterosexual |  | Lesbian |  | Gay |  | Bisexual |  | |  | | --- | |  |   Transgender |

**6. MEDIA RESPONSE**

Where did you see this post advertised or how did you find out about it?

|  |
| --- |
|  |

**7. COMMENTS**

Do you have any comments about our monitoring form?

Self-Declaration Form for an Applicant working with Adults at Risk or Children therefore requiring a PVG Scheme Disclosure

Private & Confidential

The post that you have applied for is exempt from the Rehabilitation of Offenders Act 1974 by the Exclusions and Exceptions Scotland Order 2003 and the Protection of Vulnerable Groups Act 2010 applies. You are therefore required to disclose all convictions (spent and unspent), cautions, and any relevant non-conviction information.

Please give details regarding any convictions and cautions under the heading in **Section 1.**

Please give details of any relevant non-conviction information in **Section 2.**

If you have **no** convictions, cautions, or relevant non-conviction information please go to **Section 3** and sign the declaration form.

Should you be appointed for the position applied for you will also be required to provide a Protection of Vulnerable Group (PVG) Scheme Disclosure under the terms of the Protection of Vulnerable Groups Act 2010.

**Section 1**

1. Please give the date and details of the conviction(s) that you were charged with, the sentence that you received and the court where your conviction(s) was heard.
2. Please give details of the reasons and circumstances that lead to your offence(s)
3. Please give details of how you completed the sentence imposed, (for example did you pay your fine as required, what conditions were attached to your probation/community service/supervised attendance order, did you comply with the requirements of your order/custodial sentence etc.
4. Has any other organisation(s) supported you to work through any of the above issues?
5. What have you learned from the experience?

**Section 2:** Non-conviction relevant information:

**Section 3: Declaration**

I certify that all information contained in this form is true and correct to the best of my

knowledge and realise that false information or omissions may lead to dismissal.

Signature:

Date:

*NOTE: The information given in this form will be treated in the strictest confidence. Please*

*seal this form in the addressed envelope provided and return prior to your interview.*