**Clydesdale Citizens Advice Bureau **

**Universal Credit Champion**

Fixed-Term; funded until 31st December 2018.

**Background**

Our Bureau provides confidential, free, independent and impartial advice to those who live and work in the Clydesdale area. We offer generalist advice on issues in areas such as Benefits, Consumer Matters, Council Tax, Employment, Utilities, Family and Personal Matters, Housing and Debt. Our specialist services offer counselling and representation with regard to debt, benefits, pensions, issues with the NHS and services for Money Advice and for members (and ex-members) of the Armed Services and their families.

Advisers not only offer advice but also negotiate and act on behalf of clients. All advisers are trained to Citizens Advice Scotland standards.

The Bureau provides a service to the people of Clydesdale through its office in Lanark and through outreach provision in a number of outlying areas.

Advice is based on an electronic information system provided by Citizens Advice Scotland of which the Bureau is a member.

The Bureau has a Manager, five paid posts and a team of volunteers. All staff of the Bureau and its Board of Directors place great value on the teamwork, which is a noteworthy characteristic of it. Core funding is provided by South Lanarkshire Council.

**Remit**

1. Casework – carry an ongoing caseload associated with this post.
2. Provide adviser, on-going and specialist training to CAB staff.
3. Provide training as agreed to social work, health and voluntary sector practitioners.
4. Produce and distribute training materials
5. Assist in developing and maintaining a specialist information bank for CAB staff.
6. Keep comprehensive records of casework which meet audit requirements, including use of CASTLE case recording system.
7. Be responsible for the recording, collation and reporting of statistical data.
8. Keep all records confidential, safe and accessible for future retrieval.
9. Extract and compile information for social policy and other reporting purposes.
10. Undertake any other work, consistent with the purpose of the post, as directed by the Manager.

**Person specification**

Essential for appointment and holding of the post

* Friendly and approachable manner and ability to support and show respect for all clients, regardless of their circumstances or reasons for seeking advice.
* Agreement to observe the strictest level of confidentiality on all matters relating to clients.
* Ability to manage workload to accommodate variation in demand for service and in resources available.
* Provide support for volunteer workers, particularly in relation to complex and/or unusual client enquiries, by being available for consultation during advice sessions.
* Maintain expertise in relevant legislation e.g. social security rights and reform.
* Undertake detailed casework associated with the case.
* Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously.
* Ensure that ongoing cases are progressed, recorded and filed appropriately
* Maintaining detailed statistics of individual benefit cases for funders of project.
* Supervising training and supporting advice workers dealing with benefit advice enquiries.
* Attend team/staff meetings as required.
* Establish/improve liaison with other agencies, community groups and provide training suitable to their needs.
* Undertake other tasks as may reasonably be requested.

Highly Desired

* Experience of some or all of the specialised support activities for clients listed in the background above.
* Experience in a post of responsibility or in a supervisory role.
* Skilled in word processing and in the use of databases and computer-based information systems.
* Experience of working with volunteers.
* Experience of providing a service to clients.
* A full driving license and record.

**Employment conditions**

**Location**

The post will be based in our Bureau in Lanark but may involve occasional travel within the Clydesdale area.

**Salary**

£12,480 per annum for a 24-hour week (including 1 hour lunch break). Hours to be arranged. With the possibility of some flexibility.

**Holidays and Sick Pay**

5 weeks paid holiday per annum (pro-rata, plus public holidays). Statutory Sick Pay.

**Michelle Mair**

**Manager**