

Aberdeen Citizens Advice Bureau

**UNFORGOTTEN FORCES PROJECT WORKER**

**JOB REMIT**

**Employer:** Aberdeen Citizens Advice Bureau

**Job Title:** Unforgotten Forces Project Worker

**Responsible To:** Bureau Manager

**Responsible for:** None

**Background:** Unforgotten Forces is a consortium of 14 of the leading organisations supporting older veterans and their families in Scotland. Over the next few years the Unforgotten Forces consortium will deliver a range of new services and enhancements in areas including advice, access to healthcare, social isolation, and respite.

This partnership has funded the CAB service to deliver an advice and support service to the armed forces community aged 65+. The armed forces community is defined as those personnel who are currently serving, those who have served in the past, and their dependants. (This definition also includes certain Merchant Navy personnel).

**Main Purpose:** TheUF Project Worker will work with the Citizens Advice Bureaux in the Aberdeen City and Aberdeenshire areas to provide advice to members of the armed forces community specifically over 65.

### Responsibilities

* To undertake advice for members of the armed forces community aged 65+
* To support bureaux advice workers in their handling of advice and support to the armed forces community aged 65+ by providing effective consultancy and guidance
* To establish good working relationships with all paid and voluntary staff within Aberdeen Citizens Advice Bureau
* To develop new partnerships with other voluntary and statutory agencies who provide support to people aged 65+
* To maintain good working relationships with partner agencies within the armed forces field to maintain knowledge and understanding of the wider issues.
* To provide a holistic CAB service.
* To establish a positive working relationship with the ASAP Regional Support Officer Aberdeen and other bureaux, and undertake joint initiatives where appropriate.
* 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 maintain a database of specialist agencies for referral purposes
* To establish and develop working relationships with other relevant agencies
* To monitor the operation of the Unforgotten Forces service and identify areas of development
* To maintain accurate, confidential records of all casework in keeping with CAB service requirements
* To record and collate the amounts of benefit income raised and other statistics in order to contribute to the social policy work of the region
* To deliver a home visit service when required
* To participate in flexible working to deliver services at times and locations that are most suitable for clients’ needs, i.e. evening and weekend work where required.
* This post involves regular travel throughout Aberdeen City and Shire.
* Commitment to attend training to keep up-to-date with relevant benefit and other changes.
* 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.
* Undertake any other reasonable duties as requested by the Bureau Manager.

#### Team Work

* 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 reports for and attend any regional group meetings

**ARMED SERVICES ADVICE PROJECT (ASAP) - REGIONAL**

**SUPPORT OFFICER**

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| Qualifications | S.C.E. Standard Grade or equivalent. | S.C.E. Higher or University Degree. |
| Experience | Previous paid or unpaid work in advice field.  Working knowledge of the welfare benefits system.  Working Knowledge of rented housing issues.  Experience of armed service community. | Experience managing a complex case load.  Experience in Welfare Benefits Appeals.  Experience supporting people facing eviction.  Direct experience and/or knowledge of Armed Forces Community.  Experience of working with volunteers; in the voluntary sector as paid member or/and as a volunteer.  Experience of developing partnerships with other agencies and joint working. |
| **Skills and Attributes** | Excellent written and oral communication.  Skilled in report writing.  Good planning and organisational skills.  Presentation skills.  Excellent interpersonal and problem solving skills  Ability to work on own initiative.  Computer proficient.  Maintain strictest level of confidentiality in service delivery. | Experience of working with confidential client data.  Knowledge of local community resources. |
| Values and Attitudes | Commitment to team working approach.  Support the principle of voluntarism.  Commitment to equality of opportunity. | Proven ability to work as part of a team.  Understanding of and commitment to the aims of Aberdeen CAB  Experience of implementing equal opportunities policies and practices. |
| Knowledge | Awareness of the social needs of local communities | Understanding of problems experienced by people affected by poverty. |
| **Other** | Ability to network with other groups and professionals within the community.  Ability to travel frequently across a large geographical area and access to own transport. | Experience in the delivery of training. |