  

**VETERANS HOUSING ADVICE SERIVCE (VHAS)**

JOB DESCRIPTION

**Post Title:** VETERANS HOUSING ADVICE SERVICE WORKER

**Salary:** £28,422 Full time ( 35hrs per week) & 5% employer’s contributory pension

**Term:** Fixed term for two years tied directly to the Armed Forces Covenant Fund (continuation dependent on funding)

**Hours:** 35 hours per week, flexible to meet the demands of the Service. This post may include occasional evening and weekend work.

**Leave:**  29 days Annual Leave, plus 10 days public holidays.

**Location:** Stirling District Citizens Advice Bureau (CAB)

Norman MacEwan Centre

Cameronian Street

Stirling

FK8 2DX

**Organisational Responsibility:** Directly line managed by the Stirling District Citizens Advice Bureau CEO

**Main Purpose:** Stirling CAB seeks to develop a Veterans Housing Advice Service (VHAS) to respond to the COVD19 / cost of living crisis legal impact area of housing to prevent homelessness by the provision of advice, advocacy, casework support and heritable representation, across all of Stirling District working closely with ( & adding value to) the Stirling CAB Armed Service Advice Project.

The impartial and independent advice, information, casework support and representation offered for Veterans will focus on access to legal housing /homelessness advice to overcome the practical barriers caused by the COVD19 pandemic/cost of living crisis and giving holistic and sustained support to overcome these. VHAS will be available at a range of easy access locations for the target group throughout Stirling Local Authority area. Training on legal housing/homelessness prevention issues & 2nd tier legal consultancy support will also be provided to Stirling CAB staff & volunteers and Veteran stakeholders.

VHAS will be accessible across the total architecture & outreach footprint of Stirling CAB advice services, to build its capacity & increase seamless access to heritable social justice for local Veterans.

Our plans are mature with 26 established trusted local CAB access points – recovery cafes, libraries, food banks and strong established Armed Services Advice Project (ASAP now in year 15), trusted links with local Veteran stakeholders. ASAP will be the main referral point to VHAS & these projects will work closely together.

**Specific duties:**

Immediate on the spot legal advice and casework support (up to and including type 3), to local Veterans, to empower, enable and inform decision making to those seeking to overcome COVD19 driven legal housing/homelessness difficulties. The particular focus will be to overcome the practical barriers – separation and financial issues, housing & heritable, mental & physical vulnerabilities, and legal issues that often inhibit security of tenure.

Support to local Veterans experiencing COVD19 legal impact in heritable legal contexts – small claims, summary cause, heritable and the Debtors (Scotland) act 1987 and any other suitable areas as required, in relation to housing related matters

Diagnostic legal advice and refer unrepresented local Veterans to an appropriate agency to take on their cases as required.

In Court Heritable representation to local Veterans in court when deemed necessary

Representation for local Veterans interests at housing/homelessness case conferences and hearings.

Liaison for local Veterans with the Sheriff Clerks Department of Stirling Sheriff Court and the Tribunal Service and to maintain and develop effective working relationships with other relevant stakeholders

The provision of proactive and preventative impartial Legal advice awareness sessions to the wider Veteran Community to raise the profile of the legal issues and remedies surrounding the impact of the COVD19 pandemic /Cost of Living crisis in relation to housing /homelessness and raise awareness of the legal processes to overcome the practical barriers that often impair forward transition

Liaison with other agencies such as local authority departments, social work, homelessness teams other RSL’s, DWP and to work with these agencies to inform and develop a seamless service for local Veterans via VHAS

Work with the aforementioned agencies in the pursuit of an upstream preventative approach for local Veterans to mitigate the problems that lead to legislative action

To develop the front-line capacity of Stirling CAB to facilitate informed, enabled and empowered decision making in relation to the process of sustained transition from the negative impact of the COVD19 pandemic/cost of living crisis in relation to security of tenure for local Veterans

The provision of a second-tier legal consultancy service to Stirling CAB employees/volunteers engaged in the process of supporting local Veterans with improved seamless access to heritable social justice

The provision of legal training to Stirling CAB employees/volunteers engaged in the process of supporting local Veterans with legal security of tenure enquiries driven by the impact of the COVD19 pandemic/cost of living crisis.

To develop and maintain referral procedures with the Sheriff Court, Veteran stakeholders & other agencies

To fully participate in the monitoring of the service and to keep adequate records of advice or representation offered as well as all referrals made to and from VHAS

To routinely use the Armed Forces Covenant Fund Impact Hub to record the demography & impact on beneficiaries using ONS4 Well being survey.

To routinely gather quantative (CASTLE) & qualitative statistics on the local Veteran community, case studies, client & stakeholder testimony to evidence the impact of VHAS

**Project Delivery**

The Veterans Housing Advice Service worker covers Stirling District, working closely with the Stirling CAB Armed Services Advice Project and access to advice on the frontline is essential and the worker would construct their availability and geographic location to maximise opportunity for the Veteran community engage with the minimum of obstacles.

Appointment to this post is conditional on two satisfactory references and a current PVG certificate.

For an application form, or further information please contact: [craiganderson@stirlingcab.casonline.org](mailto:craiganderson@stirlingcab.casonline.org)

For an informal discussion on the post, please contact Craig Anderson, CEO on 01786 464773 or email [craiganderson@stirlingcab.casonline.org.uk](mailto:craiganderson@stirlingcab.casonline.org.uk)

**CLOSING DATE noon on Friday 26th April 2024**