# Job Pack –Welfare Rights Adviser

* **Job Title:** Welfare Rights Adviser
* **Location:** Shetland Islands CAB, Market House, Market St, Lerwick, ZE1 0JP
* **Hours per week:** 35 hours per week
* **Type of contract:** Fixed-term contract to end March 2026
* **Salary:** £29,579 - £32,488 per annum
* **Closing Date:** Noon on Monday 12th February 2024
* **Interviews:** Wednesday 21st February and Thursday 22nd February 2024

**About the job**

We are looking for an enthusiastic and highly motivated individual with experience of providing advice and supporting vulnerable people to join us as a Welfare Rights Adviser. The post has a particular focus on the provision of benefits advice, with the aim of supporting vulnerable clients. If you are interested in helping those most in need within the Shetland community, we’d like to hear from you.

You will be based in the main CAB office in Lerwick and be part of a team of advisers working together to ensure we provide a high quality, holistic service. This post will also require travel throughout Shetland to carry out home visits and attend community events.

This post is until the end of March 2026.

Full details of the post and the competencies required are set out in the Job Description and Person Specification.

**Employee benefits**

Shetland Islands Citizens Advice Bureau offers excellent terms and conditions, including a total of 36 days leave and a pension scheme with a 6% employer contribution. Shetland Islands Citizens Advice Bureau is an inclusive employer considering flexible working arrangements where appropriate.

**About the Employer**

Shetland Islands CAB is a member of the Scottish Association of Citizens Advice Bureaux. We deliver free, confidential, impartial and independent advice to the people of the Shetland Islands.

We are the only advice organisation in Shetland. We support over 1500 clients annually and achieve an annual client financial gain of over £1 million. Our principal funders are the Shetland Charitable Trust and Shetland Islands Council. We deliver a number of services on behalf of Citizens Advice Scotland and regularly secure a range of external funding to develop projects to meet local need.

For more information about living and working in Shetland, see [www.shetland.org](http://www.shetland.org).

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**How to apply**

For further details and information on how to apply, see [www.shetlandcab.org.uk/careers](http://www.shetlandcab.org.uk/careers).   
Please note that the post is subject to the disclosure of criminal history information.

**Equality & diversity monitoring**

To help Shetland Islands Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: [della.armstrong@shetland.org](mailto:della.armstrong@shetland.org)

**Job Description**

Title of Post: Welfare Rights Adviser

Employer: Shetland Islands Citizens Advice Bureau

Line Manager: Bureau Manager

# JOB PURPOSE

* To deliver welfare rights advice and income maximisation as part of the bureau’s advice provision;
* To contribute to the bureau’s work in supporting vulnerable clients;
* To work in conjunction with CAB colleagues (Energy Advisers, Session Supervisor, other Welfare Rights Advisers, Money Adviser, Generalist Advisers), to ensure that the bureau provides holistic quality advice and support which meets the needs of clients.

### TASKS

1. Provide information, advice and consultation on social security benefits and social welfare services as required by clients, bureau staff and volunteers, and to other individuals and organisations.
2. Provide support for income maximisation through social security benefit checks working in cooperation with generalist advisers or directly with vulnerable clients.
3. Support social security benefit applications as required.
4. Support clients to request reconsiderations/redeterminations and appeals of decisions and represent clients at tribunals; using legislation, case law and medical evidence to construct the client’s case.
5. Support clients to make ancillary applications eg for Scottish Welfare Fund, concession schemes, food parcels, energy assistance schemes.
6. Refer clients as appropriate within CAB to the generalist service or to other specialist case workers (eg Money Advice, Energy Advice etc).
7. Refer clients to external agencies as appropriate for additional advice and support. Refer clients to partner agencies which can support them to increase their resilience (eg Carers Support Group, Women’s Aid, Befriending etc).
8. Negotiate and mediate with appropriate agencies in the process of enabling claimants to pursue their entitlement to social security benefits or services, and undertake an advocacy role as appropriate.
9. Conduct client interviews using sensitive listening and questioning skills to allow clients to explain their problems and empower them to set their own priorities. Explore clients’ circumstances and support needs considering language barriers, accessibility needs and issues around digital access and ability.
10. Ensure accessibility of service by means of home visits / attendance at outreach advice sessions and visits / liaison with other agencies as appropriate.
11. Carry an ongoing caseload and keep comprehensive records of casework which meet audit requirements of CAS, Scottish National Standards for Information and Advice and relevant funders’ requirements. Keep all records confidential, safe and accessible for future retrieval.
12. Be responsible for the recording, collation and reporting of statistical and qualitative data in line with the requirements of CAS and of other funders.
13. Assist in promoting the service in collaboration with other colleagues, and/or Bureau Manager.
14. Participate in continuous professional development to keep abreast of the latest developments relating to welfare benefits and to ensure skills and knowledge are sufficient to carry out the role.
15. Contribute to the bureau’s social policy work at both a local and national level.
16. Undertake any other work, consistent with the purpose of the post and/or the aims of the Bureau, as directed by the Assistant Manager and/or Bureau Manager.
17. Provide general advice as required and refer clients as appropriate within CAB for specialist advice (eg Money Advice, Energy Advice etc).

**Person Specification – Welfare Rights Adviser**

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| **WELFARE RIGHTS ADVISER** | **COMPETENCIES** |
| **EXPERIENCE** | * Experience in delivering advice * Experience in supporting vulnerable people * Experience of working with partner agencies and/or community groups * Experience in delivering informal presentations to groups * Experience in preparation and presentation of casework, including case recording and case management |
| **KNOWLEDGE** | * Sound understanding of the benefits system and its impacts in the Shetland context * Understanding of generalist advice issues affecting people in rural and island areas * Knowledge of the local area and organisations |
| **SKILLS AND ATTRIBUTES** | * Ability to produce clear and accurate written communication * Good verbal communication skills, including the ability to deal appropriately with a range of people both face to face and by telephone, email and video call * Confident in the use of a range of IT tools, including Microsoft Office applications, online applications, internet and email, video calling etc * Ability to work without close supervision * Ability to work remotely and from home if required * Ability to prioritise work and meet deadlines |
| **VALUES AND ATTITUDES** | * An understanding of, and commitment to, the aims, principles and policies of the CAB service * Ability to communicate effectively with colleagues and managers * Proven ability to work as part of a team * Commitment to undertaking training and continuous professional development |
| **OTHER** | * Flexibility in carrying out the responsibilities of the post * Must be able to travel throughout Shetland to carry out home visits and attend a range of community venues * Due to the limited public transport available, having access to personal transport is required |

**REQUIRED TRAINING**

Previous completion of the Citizens Advice Bureaux Adviser Training Programme (ATP) is desirable. If the ATP has not already been completed, the postholder will be expected to complete this.

Required to undertake specialist benefits training to meet competencies required by Scottish National Standards.

Training may be undertaken by attending courses in Shetland, on the mainland and by online learning.

**ADDITIONAL REQUIREMENTS**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**Shetland Islands Citizens Advice Bureau is committed to equal opportunities both in service provision and in employment.**

**Charity number: SC019785  
Charity name: Shetland Islands CAB** **Citizens Advice Bureau**