ASAP(Armed Services Advice Project) Regional Support Officer

**Denny and Dunipace**

**Citizens Advice Bureau**

* **Job Title:** ASAP Regional Support Officer
* **Location:** Denny and Dunipace Office, outreach locations and hybrid working options available
* **Responsible to:** Manager
* **Hours per week:** 28 hours per week

# About the role

The ASAP Regional Support Officer will work with the bureaux in the Falkirk Council area. The post holder will provide advice to members of the armed forces community, support bureaux and regional organisations in the provision of advice to the armed forces community and co-ordinate regional activities including training as required.

# Job description

**Key responsibilities**

* To undertake specialist armed forces advice for members of the armed forces community including benefits, debt and money advice and income maximisation to be provided via telephone, email and face to face
* To provide ongoing support and advocacy through casework for complex cases for members of the armed forces community, including potential representation at tribunals
* To provide advice at various locations including home visits and outreaches within the region as required by the individual/referral organisation (*covid restrictions currently apply)*
* To support bureaux advice workers in their handling of advice and support to the armed forces community by providing effective consultancy and guidance
* To participate in the identification of staff training needs and in the development of training materials and training plans in association with national and regional colleagues
* To engage and communicate effectively with all supported CABs, voluntary and statutory organisations in the region
* To promote the service within the region including awareness raising work with community groups
* To manage referrals in and out of the regional service effectively from a number of different agencies, including escalation where required
* To monitor the operation of the ASAP and identify areas of development
* To maintain accurate, confidential records of all casework in keeping with the CAB service requirements
* To record and collate the amount of benefits income raised and other statistics in order to contribute to the social policy work of the region
* Undertake any other reasonable duties as requested by the bureau manager or management committee

**Team Work**

* Attend and participate in the national and regional ASAP team meetings
* Attend and participate, as required, meetings with Falkirk’s Armed Forces Community Covenant and representatives
* Liaise closely with the CAS ASAP co-ordinator, CAS project staff and support officers from other regions
* Liaise closely with Falkirk Council’s veteran champion and members of the Community Covenant and other relevant organisations
* Fully participate in CAB staff and volunteer meetings

**Accountability**

* Provide written reports for and attend supervision and appraisal meetings
* Provide reports for and attend any regional group meetings
* Prepare the quarterly report on the project for Falkirk Council

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of providing advice in a professional capacity (voluntary or paid position)
* Knowledge of benefits, income maximisation and basic debt advice
* Experience of working with people with multiple and complex needs
* Experience of promoting and/or marketing a service
* Experience of establishing and developing partnerships with organisations outside own work place
* Ability to manage and prioritise workload
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* Ability to operate as a team player and communicate effectively with colleagues, managers and external organisations
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Willingness to travel to outreach locations within the Falkirk area (*some covid restrictions currently apply)*

**Desirable**

* Experience of working with the armed forces community
* Experience of carrying out casework in a professional capacity
* Experience of providing training or workshops internally or externally
* Experience of supporting local organisations through training and development
* Experience of developing and using referral pathways
* Completion of Citizens Advice Bureaux Adviser Training Programme
* Experience of providing oral and written reports on work completed
* Clean full driving licence or the ability to travel to various locations within the Falkirk region