**POST AVAILABLE**

**Specialist Advisor Caseworker Posts**

**Closing Date 20th March 2015**.

Dear Applicant

Thank you for your interest in the above post.

Please find the Post Advert, Person Specification and Job Description Below.

Should you wish to apply, the full application pack is also included below, and consists of the following:

* Notes on how to complete the application form
* Job Description & Person Specification
* Application Form
* Equal Opportunities Pro-forma

You should read and complete where appropriate, and either return your Application form and Equal Opportunities Pro-forma by e-mail to [**recruitment@invernesscab.casonline.org.uk**](mailto:recruitment@invernesscab.casonline.org.uk) **OR** by post to: **Recruitment, Inverness, Badenoch and Strathspey Citizens Advice Bureau, 103 Academy Street, Inverness, IV1 1LX by the** **closing date of 20th March 2015**.

Yours sincerely

**cc. Linda Swanson**

Dawn McAleer

Convenor

Inverness, Badenoch & Strathspey Citizens Advice Bureau

103 Academy Street

Inverness

IV1 1LX

E-mail: [recruitment@invernesscab.casonline.org.uk](mailto:recruitment@invernesscab.casonline.org.uk)

**Inverness, Badenoch and Strathspey Citizens Advice Bureau**

**Specialist Adviser Caseworkers**

**2 x 35 hours per week Posts**

**or**

**Posts may also be divided into 4 x 17.5 hour Posts**

**Fixed Term Contract – Potentially up to 3 years (will be discussed at interview)**

**Role Purpose**

**To provide income maximization, money and debt advice to clients**

**Annual Salary - IBS 5 Point 22- £20,803 - £11.43 Per Hour (Pro-Rata 35 hours)**

**Applicants must have:-**

* CURRENT Knowledge and experience of income maximization, money and debt advice
* Effective oral communication and writing skills with particular emphasis on negotiating and representing and preparing reviews, reports and correspondence.
* Good communication skills/ability to interact with clients/other staff
* General I.T. skills & a good working knowledge of M.S. Office
* Numeracy abilities to the level required in the tasks.

**The closing date for applications is** **Friday 20th March** **2015.**

**For an Application Pack**

**Please download from one of the following websites:**

[www.cas.org.uk](http://www.cas.org.uk)

[www.goodmoves.org.uk](http://www.goodmoves.org.uk)

**Please return completed application packs to**

E-mail: [recruitment@invernesscab.casonline.org.uk](mailto:recruitment@invernesscab.casonline.org.uk)

Or by post to:

Recruitment

Inverness Citizens Advice Bureau

103 Academy Street

Inverness IV1 1LX

***Inverness Citizens Advice Bureau is an equal opportunities employer.***

***Registered Charity No. SC136118***



**Specialist Adviser Caseworkers**

**Job Description and Person Specification**

Context of role: Reporting to Money Advice Manager

Role purpose: To advise on income maximization and provide money and debt advice to clients.

**Key work areas and tasks:**

**Casework**

* Provide casework covering the full range of Money and Debt Advice
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties as appropriate.
* Ensure income maximization through the take up of appropriate benefits.
* Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
* Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
* Make home/outreach visits as necessary.
* Provide advice and assistance to other staff across the whole range of money advice issues.
* Ensure that all casework conforms to the Office Manual and quality standards
* Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
* Ensure that all work conforms to the bureau's systems and procedures.
* Assist clients connect with employability services
* Liaise with the Fuel Poverty Officers

**Social policy**

* Assist with social policy work by providing information about clients' circumstances.
* Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.
* Monitor service provision to ensure that it reaches the widest possible client group.
* Alert other staff to local and national issues.

**Professional development**

* Keep up to date with legislation, case law, policies and procedures relating to [specialism] and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
* Assist with Service initiatives for the improvement of services.

**Administration**

* Review and make recommendations for improvements to bureau services.
* Maintain local information systems.
* Use IT for statistical recording, record keeping and document production.
* Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
* Attend internal and external meetings as agreed with the manager.
* Maintain close liaison with relevant external agencies.

**Public relations**

* Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person specification**

* CURRENT Knowledge and experience of Money and Debt Advice
* Effective oral communication skills with particular emphasis on negotiating and representing.
* Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
* Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
* Understand the issues involved in interviewing clients.
* Numerate to the level required in the tasks.
* Ability to prioritise own work, meet deadlines and manage caseload.
* Ability to use IT in the provision of advice and the preparation of reports and submissions.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability and willingness to work as part of a team.
* Ability to monitor and maintain own standards.
* Demonstrate understanding of social trends and their implications for clients and service provision.
* Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.

# **cab_logoApplication for Employment**

# **(page 1/5)**

# **Inverness Citizens Advice Bureau**

# **103 Academy Street**

# **Inverness**

# **IV1 1LX**

Citizens Advice Bureau is striving to be an equal opportunities organisation and welcomes applications from all people regardless of age, creed, gender, race, sexual orientation or disability.

CABx offer free, confidential and impartial advice. Applicants must be willing to work within these principles and support the Citizens Advice Bureau equal opportunities policy.

A job description and information about policies is enclosed.

Please complete this form in black ink or type to enable clear photocopying.

Inverness Citizens Advice Bureau wishes to ensure that comparison between applicants for posts is thorough, fair and in line with its Equal Opportunities Policy. It is therefore essential that you complete this application form & Equal Opportunities Proforma fully, as it will be used to access whether you will be short-listed for interview.

The Bureau will also, when relevant, require a full Disclosure to be carried out.

Position Applied For:

**Specialist Adviser Caseworkers**

**2 x 35 hours per week Posts or Posts may also be divided into 4 x 17.5 hour Posts**

**Annual Salary - IBS 5 Point 22- £20,803 - £11.43 Per Hour (Pro-Rata 35 hours)**

**Fixed Term Contract – Potentially up to 3 years (will be discussed at interview)**

|  |
| --- |
| Title: Mr / Mrs / Miss / Miss / Ms  Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ First Name(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Please state how you wish to be addressed) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  E-mail: ­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postcode: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Tel. No. (Day): Tel. No. (Evening):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| How much notice, if applicable, are you required to give? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| The date of interview will be: - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Do you hold a current driving licence? Yes / No |

## **Application for Employment (page 2/5)**

## Education & Training

Please list below any education and/or training (including short courses) that you have undertaken.

|  |  |  |
| --- | --- | --- |
| **Dates** | Education/Courses/Training | **Qualifications** |
|  |  |  |

## **Application for Employment (page 3/5)**

## Work Experience

We want to know about your work experience, paid or unpaid. Please include current/previous employment, voluntary work, or community activities, and time spent caring for dependents, etc, if appropriate.

|  |  |  |
| --- | --- | --- |
| **Dates** | **Name of**  **Employer / Organisation** | **Main Tasks Undertaken** |
|  |  |  |

## **Application for Employment (page 4/5)**

## Additional Information

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please indicate what experience, skills and interests you would like to bring to this job.

|  |
| --- |
|  |

## References:

Please give below the names and addresses of two referees who can comment on your suitability for the post. If you have been employed, we would normally wish to seek a reference from your present or most recent employer.

May we contact your present employer at this stage? **Yes / No** (Please delete as appropriate)

Referees Details:

|  |
| --- |
| Name: Position Held:  Address:  Tel. No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Name: Position Held:  Address:  Tel. No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## **Application for Employment (page 5/5)**

|  |
| --- |
| I declare that the information I have given on this form is correct to the best of my knowledge.  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Please return this form marked **Private & Confidential** to:    Recruitment  Inverness Citizens Advice Bureau  103 Academy Street  Inverness  IV1 1LX |
| Closing Date for Applications: **Friday 20th March 2015** |

**Inverness Citizens Advice Bureau**

**103 Academy Street**

**Inverness**

**IV1 1LX**

**Equal Opportunities – Recruitment Monitoring Form**

The CAB is striving to ensure equality of opportunity in its employment policies and therefore we have decided to monitor our recruitment practices. This will help us identify areas of under representation in our workforce and to assess those areas where positive action is needed. In order that we can monitor each stage of the recruitment process, you will be asked to complete this form on application.

Your co-operation in completing this form would be greatly appreciated. We must stress that any information you give will be strictly confidential. You are not obliged to answer the questions but you will appreciate that, for our monitoring policy to be wholly effective, we would hope to have 100% response.

If you do not wish to answer any question(s) this will not affect your application in any way. There follows an explanation of some of the sections where appropriate. Thank you for your time and co-operation in completing our form.

We wish to give you the following assurances

* The information provided will not form the basis of any part of selection
* All information will be regarded as confidential
* This information will only be used for statistical purposes to monitor the composition of the service.

**1. ETHNIC ORIGIN**

We appreciate that some people, including those of mixed race, may not be happy with classification used on monitoring forms. The classifications we have used are those currently recommended by the Equality & Human Rights Commission. If you wish to classify yourself in some other way, please use the additional space provided to do so.

I would describe my ethnic origin as *(in your own words or if you prefer tick one of the following):*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| White Scottish |  | Indian |  | Chinese |  |
| Other White British |  | Pakistani |  | Caribbean |  |
| Irish |  | African |  | Bangladeshi |  |
| Other White |  | Black or Other Black |  | Other Asian |  |

Other (please specify)……………………………….

**2. GENDER**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I am *(please tick):* | Male |  | Female |  | Transgender |  |

**3. AGE**

|  |  |  |  |
| --- | --- | --- | --- |
| 25 and under |  | 55 and over |  |
| 26 - 34 |  | Declined to answer |  |
| 35 - 54 |  |  |  |

**4. DISABILITY**

We understand that many employees do not declare disability or caring responsibilities because of possible discrimination against them by employers in the selection process and many people do not register as disabled for the same reason. We would like to know how many people we attract to the service so that we can monitor the effectiveness of our policies towards disabled people and their carers.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Disability\* | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Registered disabled\* | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Would you require special adaptations/equipment | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Carer of someone with a disability | Yes |  | No |  |

Please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*If you answer in the affirmative to any of the above questions and are short-listed for interview, please contact the CAB to ensure that interview arrangements are to your satisfaction.

**5. SEXUAL ORIENTATION**

We appreciate that some people may find the question on sexual orientation to be an extremely personal one and we must therefore re-iterate that you are under no obligation to answer it.

I would describe myself as *(please tick):*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Heterosexual |  | Lesbian |  | Gay |  | Bisexual |  | Transsexual |  |

**6. MEDIA RESPONSE**

## Where did you see this post advertised or how did you find out about it?

|  |
| --- |
|  |

**7. COMMENTS**

Do you have any comments about our monitoring form?

**Notes for applicants on completing the application form**

* The form should be completed clearly in black ink or black ballpoint pen or typed. This will make it easier for photocopying purposes.
* Please do not send in your CV. It will not be considered if you do.
* One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
* The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.
* The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
* If you are shortlisted for interview, the selection panel will ask you questions based on the person specification, which will cover the areas in more detail.
* The following applies only to advisers, and not to other posts. Sections 25 and 26 (1) (d) or (g) of the Immigration Act 1971 are concerned with the following offences: assisting illegal entry, falsifying documentation or obstructing the authorities investigating immigration offences. If you have committed one of the offences above you may still be able to be an adviser; however, we would have to contact the Office of the Immigration Services Commissioner in order to discuss the issues.