**Musselburgh and District Citizens Advice Bureau**

**Job Title:** Cost of Living Adviser

**Responsible to:** General Advice Manager

# Responsible for: The development and delivery of new frontline service to support clients in hardship and poverty resulting from cost-of-living crisis.

# About the role Triaging, advising and supporting clients experiencing hardship and poverty, then providing frontline support of Food, Fuel, Period, Data and Device supports where available. Supporting clients with onward referrals to other CAB services or other relevant community supports where appropriate.

**Purpose:**

Provide free, confidential, independent and impartial cost of living advice service

**Aims**

* Tackle health inequalities through the reduction of poverty with short term supports and supporting clients to get longer term supports implemented through onward referrals.
* Increase financial resilience and capacity among clients to help prevent future issues
* Improve self-reported health status and well-being of clients
* Reduce impact of financial problems on physical and mental health
* Support the cost-of-living service to build a volunteer base to increase capacity of the service

**Key responsibilities**

* Provide responsive, on-site, person-centred advice and support through appointments and drop ins.
* Provide additional supports of outreach services throughout East Lothian, also provide telephone and online appointments where appropriate
* Provide free, independent, impartial and confidential advice to those on low incomes and those who are most vulnerable, where appropriate referring to community services.
* Work to promote and embed the service across East Lothian Community by providing training, promotional materials.
* Work in partnership with other advice agencies in Lothian and beyond where appropriate.
* Refer (where specialist advice is needed) to other CAB services, community and national supports and signpost clients to other organisations relevant to their needs and work in partnership with those organisations
* Actively obtain, utilise and act on feedback from clients, service users
* Maintain accurate records of all advice and casework on CASTLE the Scottish CAB service electronic case recording system
* Keep records of benefit income raised, client profiles, details of referrals and other statistics for both the CAB service and project reporting

**Activities**

* To run regular, confidential support sessions. Locations, number, duration and venue to be determined in consultation
* Accept self-referrals from individuals and referrals from other relevant agencies.
* Carry out other duties and responsibilities which may be reasonably determined by the bureau management.

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau management.*

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| Person specification |
|  | ESSENTIAL | DESIRABLE |
| QUALIFICATIONS | * Good level of general education
* Demonstrable knowledge of Microsoft applications
 | Completion of CAB Generalist Adviser Training or equivalent |
| EXPERIENCE  | * Experience in working with the public in a busy environment
 | Income maximisation experience Work or voluntary experience in the advice sector |
| SKILLS AND ATTRIBUTES | * Ability to manage a workload in a demanding and busy work place.
* Ability to work without close supervision and prioritise work.
* Ability to work in a crisis situation and meet deadlines.
* Ability to work within a team framework.
* Ability to communicate effectively, both orally and in writing
* Good interpersonal skills and client empathy.
 | Ability to plan and introduce change as appropriateAbility to support and motivate |
| KNOWLEDGE | * An understanding of and commitment to aims, principles and policies of the CAB service.
 | Knowledge of welfare benefits Services and support available within East Lothian.  |
| OTHER | * Responsible, reliable and hardworking
* Ability to work under pressure
* A willingness to undertake training identified in collaboration with management
* Able to Travel Throughout East Lothian
 | Valid Driving Licence and own use of own car for Business Purposes.  |

**The post subject to a Disclosure check**

**The Musselburgh and District Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**