

**Cost of Living Support Worker**

Employer: Stirling District Citizens Advice Bureau Ltd

Location: Stirling

Job Title: Cost of Living Support Worker

Responsible To: Deputy Manager

Hours: 35 hours per week

Salary: £27,117 + 5% employer contributory pension

Term: Fixed term 1 year (in the first instance) possible extension if funding secured

**Summary of main responsibilities:**

The Cost of Living crisis is unprecedented in social history and continues to have a devastating impact on the lives of many Stirling citizens. The need for advice, information and crisis intervention support around money, debt, shortages of fuel and food is huge and continues to grow.

The Cost of Living Support Worker is responsible for supporting volunteer advisers deal with the increase in casework / demand due to Cost of Living drivers.

The post holder will increase volunteer advisors capacity to deal with cost of living driven enquiries & support the main Bureau volunteer led generalist service to deal with the increased volume of enquiries.

The post holder will act as support and mentor to both office-based and remotely enabled advice volunteers ensuring they have the necessary support to deal with enquires effectively and efficiently.

**General Responsibilities**

* To act as the main point of contact and mentor for all advice volunteers seeking casework/advice support on Cost of Living driven enquiries
* To support bureau based & remotely enabled volunteers to assist in the delivery of the core advice service.
* To provide advice support for remote & bureau based volunteer workers particularly in relation to complex/crisis Cost of Living crises driven client enquiries.
* Provide advice for maximising income & support volunteer advisers in the provision of advice & assist people maximise their income by accessing such support as is available to them (e.g. benefits and grants).
* Provide advice & support volunteer advisers in the provision of advice for managing debt. Helping people identify their options and strategies, enabling them to get control of their borrowings or removing the burden of debt entirely.
* To undertake supervisory roles within the office – e.g. 2nd tier technical support on complex Cost of Living driven enquiries
* To communicate frequently with volunteer advisers to ensure they are satisfied, well-placed and any concerns are addressed.
* To help ensure the purpose of the Stirling CAB, its actions, policies, procedures and the role of the volunteer is clearly communicated, understood and implemented.
* To help represent and present the views of volunteers and volunteering related matters to senior management.
* Help ensure that the required monthly CAB statistics are provided to the Deputy Manager
* To carry out any other reasonable task requested by CAB management or required by the Board of trustees.

**Accountability**

• Provide written reports to monthly supervision sessions with Deputy Manager

• Attend annual appraisal

• Attend Annual General Meeting and quarterly reviews of role with CEO