

Inverness, Badenoch and Strathspey Citizens Advice Bureau



JOB TITLE: Frontline Adviser

Responsible to: Advice and Service Coordinator - Frontline Services

About us

At Inverness, Badenoch & Strathspey CAB we are a friendly team of over 60 employees and volunteers working across 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice and options to our clients so that they can make informed decisions and feel empowered to make choices.

Purpose of Role

To act as a frontline of service to those contacting the bureau for advice and information. To provide advice where possible to clients at first contact and collect / report information and refer appropriately where this is not possible.

To assist clients who may be in emergency situations with enquiries relating to housing rights, benefits, debts and all areas of CAB advice. To work alongside the Advice and Services Coordinator and other team members to provide support to volunteers.

This role will suit a resilient and empathetic person who is able to work under pressure but enjoys the challenges of advice delivery and is able to work in a non-judgmental and impartial, confidential manner.

The role offers a supportive and friendly environment where we work to provide our community with advice, information and options to allow informed choices. The role also provides opportunities for continuous development and training.

Ideally with experience of advice delivery or an ability to evidence similar transferrable skills.

Location: Office Based: Union Street, Inverness

Salary: IBS Point 6 £24,396 to £26,654 per annum dependant on experience

Hours: Up to 35 hours per week, Mon - Fri
Some flexibility in working hours may be required

The application process:

Application deadline: 12 noon, 28th February 2022

Interview date: likely w/c 7th March 2022 tbc

JOB DESCRIPTION

Key work areas and tasks:

Advice giving

Assist and support the Advice and Service Coordinator for Frontline Services to: -

- Support volunteers in their roles as general Advisers to provide good quality advice to clients.
- Research and explore options and implications so that clients can make informed decisions.
- Provide advice to clients experiencing emergencies on a day to day basis.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the bureau's Quality Standards at the appropriate level.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation to a high standard.

Social policy

- Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to social policy options.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

Administration

- Use IT for statistical recording, record keeping and document production.
- Support and help to develop new ways of working including webchat and email to deliver frontline services
- Ensure that all work conforms to the bureau's systems and procedures.

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 CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

PERSON SPECIFICATION

- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Effective written and oral communication skills.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Ability to use IT in the provision of advice.
- Flexibility and willingness to work as part of a team.
- Willingness to learn and develop skills in advice topics.
- Ability to research, analyse and interpret complex information.
- Numeracy skills required to understand statistics and check calculations.
- An understanding of and respect for the volunteer led ethos of CAB and an ability to reflect this in their day to day work.

How to apply

Please use the [link](#) on this website to download an Application Pack.

For further information, please contact:

Business Support Administrator
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Inverness
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