

Argyll & Bute Citizens Advice Bureau

**ARMED SERVICES ADVICE PROJECT (ASAP)**

**REGIONAL SUPPORT OFFICER**

**JOB DESCRIPTION**

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| **Job Title:** | **Armed Services Advice Project**  **Regional Support Officer** |
| **Location:** | **Flexible – based in Helensburgh** |
| **Hours per week** | **28 hours per week flexible to meet the demands of the service** |
| **Type of contract:** | **Fixed-term contract until 30th Sept 2023 with possible extension** |
| **Salary:** | **£27,117, plus 25 days annual leave (pro rata) and optional 6% employer pension contributions** |
| **Closing Date:** | **Wednesday 8th March 2023** |

**Background:**

Poppyscotland leads a funding partnership of several charities that funds the CAB network to deliver an advice and support service to members of the Armed Forces community in Scotland. It is open to clients who are currently serving or have served in the past and their dependants, also certain Merchant Navy personnel.

**Main Purpose:**

Clients identified as being members of the Armed Forces community should be supported by their local CAB like any member of the general public. When specialist advice is required, directly related to their Armed Forces connection; the client should be referred to TheRegional Support Officer who will support all Bureaux in Argyll & Bute. The RSO will provide advice on money, debt, income maximisation and benefits. Clients requiring holistic or specialist advice on other subjects should be referred to their local CAB or other agencies as required. The RSO will co-ordinate regional activities and provide training to CABx staff as appropriate.

### Responsibilities

* provide and facilitate advice, information and support, including representation at tribunal or court to members of the Armed Forces community, veterans and their families/dependents; specifically, on money, debt, income maximisation and benefits to Scottish National Standards Type 3**.**
* maintain expertise in relevant legislation, case law and codes of practice related to this field of work.
* undertake and facilitate casework for members of the Armed Forces community.
* develop the service to ensure that clients receive the appropriate type of support through online digital advice, multi-channel appointment bookings or in-person support as required.
* develop partnerships and provide outreach at places were the members of the Armed Forces community already visit.
* establish a positive working relationship with the Regional Support Officers in other localities and undertake joint initiatives where appropriate.
* participate in the identification of staff training needs and in the development of training materials and training plans.
* provide training to volunteers and paid advisers working in the relevant areas in order to maintain up to date approaches to benefits and other advice issues for the armed forces community.
* establish partnerships with voluntary and statutory agencies in promoting the growth of Armed Forces community advice and support in the relevant areas, including awareness raising work with community groups.
* maintain accurate, confidential records of all casework in keeping with CAB service and quality assurance requirements.
* record and collate accurate statistics, submit regular reports and case studies as well as contributing to and influencing social policy work.
* Undertake any other reasonable duties as requested by the Bureau Manager.

#### Team Work

* Attend and participate in the national Armed Services Advice Project team meetings.
* Liaise closely with the ASAP Co-ordinator and other regional support areas.
* Contribute to the Bureau’s Quality Assurance program
* Fully participate in CAB staff and volunteer meetings.

#### Accountability

* Provide written reports for and attend supervision sessions and annual appraisal.

Argyll & Bute Citizens Advice Bureau is a registered charity: Scottish Charity No. SC030477