



11 April 2018

Dear Applicant

Reference: Quality of Advice Project Co-ordinator

Salary Scale £22,641 to £25,807pa

Up to 6%, matched voluntary pension contribution

35 hours per week – Mondays to Fridays

Fixed Term for 18 months

Thank you for your enquiry about the above post.

The following documents can be found in the on-line advertisement or by clicking on the below links

- [Job Application Form](#)
- [Equality and Diversity Policy](#)
- [Equal Opportunities Monitoring Form](#) (this will be kept separately and anonymously from your application form)

In determining which applicants will be interviewed, the interview panel will have regard to applicants who best fit the below person specification and who are able to evidence their responses; it is important therefore for you to use this as a guide when completing the application form.

The successful applicant for this post will be asked to disclose criminal history information and may be required to prove eligibility to work in UK.

We regret that we are unable to acknowledge receipt of completed application forms. We look forward to receiving your application by midday on Monday 30th April 2018.

Yours sincerely

Zara Strange
Bureau Manager

ABERDEEN CITIZENS ADVICE BUREAU

Information to applicants

Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from 205 service points that cover Scotland from the islands to the City Centres.

The Bureaux are staffed by trained volunteer advisers and some paid staff under the supervision of the manager, and provide responses to clients' enquiries covering the whole range of social issues. Despite being a generalist service, there is a great deal of specialist expertise and knowledge available from Citizens Advice Bureaux.

These local offices are wholly independent and receive funding from their respective local Councils in the form of annual grants. Bureaux are autonomous bodies under the control of a local Committee of Management. These consist of representatives of local statutory and voluntary agencies, elected members of the public, and staff representatives.

All bureaux are members of Citizens Advice Scotland (the Scottish Association of CABx), and as such must meet specific conditions of membership related to standards of service and other matters.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and money; employment; goods and services; housing; and family and personal situations.

Aberdeen Citizens Advice Bureau is one of the largest single CAB in Scotland with a high level of specialist casework undertaken. Specialist work includes court representation, employment advice, welfare benefits and money advice. The bureau also provides outreach services at ARI, Woodend Hospital and Calsayseat Medical Practice as well as an in-court advice project at Aberdeen Sheriff Court. Staff working on Grampian wide projects such as the Macmillan Project, the Armed Services Advice Project and the Independent Advice and Support Project are also based in Aberdeen CAB.

Volunteers at Aberdeen CAB undertake the full range of CAB enquiries and some also undertake a small caseload of specialist work. All advisers receive extensive training and ongoing support. This is a busy city centre bureau and staff have to be able to work under pressure and cope with competing demands.

There are over 100 volunteers and 30 paid staff. The bureau is centrally located on Aberdeen's main street and provides advice in person, by e-mail and by telephone. In 2017/18 the bureau dealt with 13,937 enquiries.

ABERDEEN CITIZENS ADVICE BUREAU

Quality of Advice Project Co-ordinator

JOB DESCRIPTION

Name of Employer: Aberdeen Citizens Advice Bureau

Job Title: Quality of Advice Project Co-ordinator

Responsible to: Bureau Manager

Responsible for: Nil staff

Summary of Main Responsibilities:

- To support the development of local procedures and strategy for the successful introduction of the new, 2018, Citizens Advice Scotland (CAS) member audit procedures.
- To assist in the successful re-accreditation of **Scottish National Standards for Information and Advice Providers**.
- To ensure the correct and timely reporting of statistical returns to grant funders.

General Responsibilities

- To support Bureau Manager to introduce new processes to meet the requirements of the respective authorities – CAS, National Standards, Aberdeen City Council
- To provide quality of advice support for all paid and volunteer bureau advice and admin workers by being available for training, advice and support and for checking ongoing cases and client records.
- To attend meetings of the Quality of Advice committee
- To maintain contact with outside bodies where appropriate

Support

- To provide day to day volunteer support especially in relation to all aspects of case recording
- Taking measures to ensure correct information is given and that accurate records are kept

Monitoring and Progressing Ongoing Client Cases

- Support the Bureau Deputy Manager to ensure that
 - case records are checked and input regularly
 - case records and file correspondence are kept up to date and dealt with effectively and appropriately
 - positive financial gains are recorded on behalf of bureau clients in accordance with CAS guidance

- outcomes are accurately recorded with cases closed appropriately

Training

- To assist with the training of staff and volunteers to ensure that new processes are fully understood and thereby embedded within the organisation.

Liaison

- To make recommendations about what (if any) additional resources are required to meet the new demands on a permanent basis.
- To liaise with relevant external agencies and by good public relations practice to promote confidence in the service
- To contribute and participate where appropriate in CAS activities

Other

- To carry out any other reasonable tasks as delegated by the Bureau Manager

Person Specification – Quality of Advice Project Co-ordinator

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Good general education 	<ul style="list-style-type: none"> • Evidence of management training or qualification. • Certificates at Higher level or above
EXPERIENCE	<ul style="list-style-type: none"> • Experience of delivering quality standards and monitoring service delivery against agreed targets. • Experience of Electronic Case Management Systems. • Experienced in office administration. • Good understanding of office technology and the role of effective IT systems. 	<ul style="list-style-type: none"> • At least two years paid or unpaid work in the voluntary sector. • 1 year's paid or unpaid work in advice field. • Experience in chairing meetings.
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> • Ability to motivate both paid and unpaid colleagues • Effective written and oral communications skills. • Skilled in report writing. • Computer proficient. • Able to work to budget. • Ability to work under pressure. • Keen analytical skills. • Ability to manage change and development. • Ability to communicate effectively and conduct detailed negotiations. 	<ul style="list-style-type: none"> • Statistical analysis skills. • Project management. • Knowledge and use of a wide range of computer software applications.

<p>VALUES AND ATTITUDES</p>	<ul style="list-style-type: none"> • Commitment to team working approach. • Experience of implementing Equal Opportunities Policies and practices • Commitment to equality of opportunity within CAS and its services. • Support the principle of volunteerism. 	<ul style="list-style-type: none"> • Proven ability of working as part of a team within a community development or volunteer setting.
<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Knowledge of CAB services to clients. • Understanding of local authority structures. • Knowledge of committee procedures. 	<ul style="list-style-type: none"> • In-depth knowledge of UK Welfare Benefits & Immigration. • Awareness of the needs of local communities. • Awareness of the needs and responsibilities of the Data Protection Act.