

Perth Citizens Advice Bureau

Information about Perth CAB



Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from 200 service points that cover Scotland from the islands to the City Centres.

Bureaux are staffed by trained volunteer advisers, with some paid posts, under the supervision of the bureau manager, and we provide responses to clients' enquiries covering a wide range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation. All CAB services are free, independent, impartial and confidential.

All CABx 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 Board of Directors. The Board is made up of representatives of local statutory and voluntary agencies, elected members of the public, and volunteer 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. The Association receives financial support from central government through the Department for Business, Innovation and Skills.

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 issues.

Perth CAB is based in the city of Perth but covers a large rural area with a diverse population. We currently employ 20 paid staff and we have over 50 volunteers, providing a wide range of services. Advice is available in person, and by telephone, letter or email. The bureau operates a number of projects including Armed Services Advice Project (ASAP); Patient Advice and Support Service (PASS) for NHS patients and their families, a specialist welfare benefits project and Pension Wise which provides guidance on defined-contribution pensions. We also operate outreach services at a number of locations throughout Perth and Kinross to meet the advice needs of rural communities.

Perth CAB has a team of paid debt specialist advisers who assist clients with complex, multiple debt problems. The advisers provide a full service checking the client's liability for the debts, income maximisation, budgeting and preparing Financial Statements, identifying appropriate options with the client, negotiating with creditors, assisting with legal remedies. All the debt advisers carry their own caseload of complex debt cases and also work closely with the volunteers and other staff in the bureau to ensure that all clients receive comprehensive, holistic advice and support.

Important information for applicants

- The application form should be completed and sent back to the email address provided.
- Please do not send in your CV.
- One of your referees should be your present or most recent employer. If you have not been employed recently please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
- The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will consider only the information contained in your application form and will assess this against the person specification.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the person specification, which will cover the areas in more detail.
- The following applies only to advisers, and not to other posts. Sections 25 and 26 (1) (d) or (g) of the Immigration Act 1971 are concerned with the following offences: assisting illegal entry, falsifying documentation or obstructing the authorities investigating immigration offences. If you have committed one of the offences above you may still be able to be an adviser; however, we would have to contact the Office of the Immigration Services Commissioner in order to discuss the issues.
- The information you provide will be used only for the purpose of assessing your suitability for the advertised vacancy. If your application is unsuccessful your information will be destroyed securely at the end of the process.
- The closing date for applications is 31st January 2020.