

Information and Advice Officer

Job Description and Person Specification

Post details

Responsible To: Service Manager

Purpose of the Role

To provide information, advice, advocacy and practical support to individuals and families experiencing housing, welfare rights and financial difficulties.

The postholder will work directly with clients to understand their circumstances, identify solutions, resolve issues and help them access the support they need. The role involves working alongside people through difficult situations, helping them understand their rights, have their voices heard and achieve positive outcomes.

The role will contribute to the delivery of CHAP's housing, welfare rights and debt advice services in accordance with the Scottish National Standards for Information and Advice Providers (SNSIAP).

Key Responsibilities

Advice, Information, and Advocacy

1. Provide accurate, impartial and confidential information, advice and advocacy across housing, welfare rights and debt matters.
2. Deliver advice and casework appropriate to training, accreditation and experience, working towards Scottish National Standards Type III level where required.
3. Support clients to understand their rights, responsibilities and available options.
4. Represent and advocate on behalf of clients through written correspondence, telephone negotiations, meetings, tribunals/court and other appropriate forums where required.
5. Negotiate effectively with landlords, local authorities, the Department for Work and Pensions, Social Security Scotland, creditors and other agencies on behalf of clients.

Client Support and Case Management

6. Manage a caseload of clients, ensuring support is delivered in a timely, professional and client-focused manner.

7. Identify wider issues affecting clients and work with internal and external services to ensure appropriate support is available.
8. Make referrals and work collaboratively with partner organisations where this will benefit clients.
9. Maintain accurate and up-to-date case records using the organisation's client management system.
10. Ensure all client information is handled securely and confidentially in accordance with data protection requirements and organisational policies.

Monitoring, Quality, and Service Development

11. Contribute to the collection of monitoring information, performance data and outcome evidence required by CHAP, funders and regulatory bodies.
12. Complete administrative tasks, case recording and reporting requirements accurately and within agreed timescales.
13. Participate in supervision, training, quality assurance activities and continuous professional development.
14. Contribute to the ongoing development and improvement of services by identifying emerging needs and barriers affecting clients.

Partnership Working

15. Develop and maintain positive working relationships with statutory agencies, housing providers, community organisations and other stakeholders.
16. Promote awareness of CHAP's services within communities and partner organisations.
17. Attend meetings, forums and partnership events as required.

General Responsibilities

18. Work in accordance with CHAP's policies, procedures and professional standards.
19. Maintain awareness of relevant legislation, policy and procedural developments.
20. Undertake any other duties commensurate with the post and reasonably required by management.

Person Specification

We welcome experience gained through paid work, volunteering or other relevant settings. Applicants do not need to have held this exact job title before.

Essential

- Experience of managing a caseload, particularly in relation to vulnerable individuals and families.
- High standard of numeracy and writing skills, with the ability to draft correspondence and reports.
- IT skills; confident at using Microsoft Office packages including Word, Excel, and Outlook, as well as information databases.
- Excellent listening skills with the ability to adapt communication styles and a compassionate and caring nature; the ability to empathise with clients.
- Understanding of confidentiality and data protection (GDPR regulations).
- Reliable, flexible, and adaptable, with the ability to work in a fast-paced environment.
- Driving licence and access to your own vehicle (business insurance will be required for the role).
- The post requires Level 2 PVG membership and is subject to the completion of a satisfactory check in relation to work with children and protected adults.

Desirable

- Knowledge of housing and homelessness legislation.
- Knowledge of both Scottish and UK Welfare systems.
- Knowledge of debt advice, money advice or financial capability support.
- Experience of representing and negotiating on behalf of clients.
- Experience of multi-agency partnership working.
- Experience of representing, advocating or negotiating on behalf of service users with external agencies.
- Knowledge of local services and referral pathways across Ayrshire.
- Understanding of trauma-informed practice.