

## **Job Description**

**Post:** Information & Advice Officer

**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.