

# Inverness, Badenoch and Strathspey Citizens Advice Bureau



<b>Job Title:</b>	<b>Welfare Rights Officer</b>
<b>Location:</b>	Inverness
<b>Hours/Days per week:</b>	Up to 35 hrs per week
<b>Salary:</b>	£26,748 to £28,820 per annum (pro rata), (dependent on knowledge, skills & experience)
<b>Closing Date:</b>	12pm on Friday 31st July 2026
<b>Interviews:</b>	TBC

## PURPOSE OF ROLE

To provide holistic advice on a range of welfare benefits issues. To offer clients advice and information to maximise their income and to ensure they are receiving the correct entitlements. This will include conducting full benefit checks, better off calculations, assisting clients with revision, supersessions and appeals of benefit decisions and also assisting client to navigate their benefit claims. The role will also require to provide advice on all areas of entitlements for clients such as energy, charitable applications or assistance with health costs for example.

The role will require someone who has experience or understanding of the benefits system, ideally in provision of advice, information and representation however someone who can evidence similar transferrable skills in another setting may be considered also. This role will suit a resilient and empathetic person who is able to work under pressure but enjoys the challenges of advice delivery and is able to work in a non-judgmental and impartial, confidential manner.

The role offers a supportive and friendly environment where we work to provide our community with advice, information and options to allow informed choices. The role also provides opportunities for continuous development and training.

## JOB DESCRIPTION

### **Key work areas and tasks:**

#### **Advice giving**

- Ensure income maximisation through the take up of appropriate benefits.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Provide advice and assistance to other staff across the whole range of issues.

- Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.
- Ensure that all work conforms to the bureau's systems and procedures.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the bureau's Quality Standards at the appropriate level.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation to a high standard.

### **Social policy**

- Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to social policy options.

### **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

### **ADMINISTRATION**

- Use IT for statistical recording, record keeping and document production.
- Ensure that all work conforms to the bureau's systems and procedures.

### **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## **PERSON SPECIFICATION**

- Evidenced understanding of welfare benefits and provision of advice, or an ability to show transferable similar transferable skills.
- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- High level of written and oral communication skills.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Ability to use IT in the provision of advice.
- Flexibility and willingness to work as part of a team.
- Willingness to learn and develop skills in advice topics.
- Willingness to train other staff or volunteers and provide 2<sup>nd</sup> tier advice.
- Ability to research, analyse and interpret complex information.
- Numeracy skills required to understand statistics and check calculations.
- An understanding of and respect for the volunteer led ethos of CAB and an ability to reflect this in their day-to-day work.

## **HOW TO APPLY**

For further information **or** to download an application form, please use the link on the advertising website **or** go direct to [Careers | Inverness](#) to view this post and access an application pack on our website.

All applications should be returned to [HR@invernesscab.org](mailto:HR@invernesscab.org)

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For detailed information, please contact: [Kathy.storey@invernesscab.org](mailto:Kathy.storey@invernesscab.org) Welfare Rights Team Leader  
Inverness Badenoch & Strathspey CAB, 29-31 Union Street, Inverness, IV1 1QA.