

**Shetland Islands Citizens Advice Bureau**

**Triage Adviser**

Applicant Information Pack

**Thank you for your interest in our vacancy!**



Our Vision:

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them, or through an inability to express their needs effectively and equally

To exercise a responsible influence on the development of social policies and services, both locally and nationally

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**About us**

We deliver free, confidential, impartial and independent advice to the people of the Shetland Islands. We advocate to improve lives through social policy.

Shetland Islands Citizens Advice Bureau (SICAB) is a member of the Scottish Association of Citizens Advice Bureaux (CAS). As a member of CAS, we benefit from a range of shared services giving us access to external expertise for support with HR, communications, data protection and training. Our Board of Directors oversees the governance of the charity.

Our principal funders are the Shetland Charitable Trust and Shetland Islands Council. We deliver a number of services on behalf of Citizens Advice Scotland and regularly secure a range of external funding to develop projects to meet local need.

**Why work with us**

We support over 1500 clients annually and achieve an annual client financial gain of over £1.7 million.

Our team of staff and volunteers are our greatest strength and make SICAB a great place to work. Work/life balance is as important to us as it is to you and our working practices support this as much as possible. We strive to have a work environment where staff thrive in their roles and ensure that staff have all the tools and learning opportunities to carry out their roles enjoyably and to the best of their abilities.

We want SICAB to be a supportive, inclusive, and healthy workplace where mental, physical, and emotional wellbeing are prioritised, embedded in our culture, and sustained over time. Our wellbeing values (what we stand for) are guided by five principles: Person-centred;

Empowering; Supportive; Inclusive; and Collaborative.

For more information about living and working in Shetland, see [www.shetland.org](http://www.shetland.org).

**About the job**

We are seeking someone who believes in our work and is committed to our mission and values. Combining a caring and compassionate outlook with a driven and enthusiastic approach, you will enjoy a role at the heart of the organisation where your invaluable skillset will assure our future success.

As this post is the front line for all enquiries into the Bureau with a particular focus on the provision of generalist advice to support vulnerable clients, excellent communication skills, both written and oral, are essential.

You will be based in the main Bureau office in Lerwick and be part of a team of advisers working together to ensure we provide a high quality, holistic service.

This is a critical role supporting clients into our service and setting the tone for their advice journey. You will develop a deep understanding of the issues affecting our community.

If you are interested in helping those most in need within the Shetland community, we’d like to hear from you, and we are particularly keen to hear from you if you have direct or indirect experience of issues relating to social justice.

**Employee benefits**

SICAB offers excellent terms and conditions, including a total of 36 days leave and a pension scheme with a 6% employer contribution. Employees are able to access a free, independent and confidential counselling service. We are an inclusive employer considering flexible working arrangements where appropriate.

**Equality & diversity monitoring**

To help Shetland Islands Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: [della.armstrong@shetland.org](mailto:della.armstrong@shetland.org).

Shetland Islands Citizens Advice Bureau is committed to equal opportunities both in service provision and in employment.

**Job Description – Triage Adviser**

* **Name of Employer:** Shetland Islands Citizens Advice Bureau Board of Management
* **Job Title:** Triage Adviser
* **Responsible to:** Bureau Manager

**> Location:** Shetland Islands CAB

Market House, 14 Market St, Lerwick, ZE1 0JP

* **Hours per week:** 35 hours per week

**> Type of contract:** Fixed-term Contract to end August 2028

> **Salary:**  £30,109 to £31,961

* **Benefits:** 6% employer pension contributions; 36 days annual leave
* **Closing Date:** 12 noon on Monday 4th August 2025
* **Interviews:** Tuesday 12th August 2025

1. **JOB PURPOSE**

* To provide first point of contact for clients

1. **MAIN RESPONSIBILITIES**

* Answer bureau advice line during opening hours and take details of client enquiries. This involves gathering and recording sometimes complex and sensitive information, whilst ensuring the relevant information is identified.
* Pass on messages from clients/third parties to staff.
* Record client enquiries on bureau database. Search clients on bureau database to avoid creation of duplicate records. Follow good practice in creation of full case records.
* Provide straightforward advice where applicable.
* Where more detailed advice is required, refer the enquiry as appropriate.
* Identify if there are any emergency advice needs and take appropriate action.
* Follow bureau data protection guidelines in all contact with clients, taking particular care with email contacts. Ensure the client email address is correct and ensure all documents attached are the correct ones. Delete all client documents once they have been added to the bureau database.
* Listen to, respond where appropriate, and take a note of, calls left on the bureau voicemail system.
* Using the Bureau Shared Calendar, schedule appointments for other Advisers where required.
* Undertake any other work, consistent with the purpose of the post and/or the aims of the Bureau, as directed by the Bureau Manager.

**Person Specification**

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| **TRIAGE ADVISER** | **COMPETENCIES** |
| **EXPERIENCE** | * Experience in delivering advice * Experience in supporting vulnerable people * Experience of case recording and case management |
| **KNOWLEDGE** | * Knowledge of the local area and organisations * An understanding of the issues affecting people in rural and island areas |
| **SKILLS AND ATTRIBUTES** | * Ability to produce clear and accurate written communication * Strong verbal communication skills, including the ability to deal appropriately with a range of people both face to face and by telephone, email and video call * Confident in the use of a range of IT tools, including Microsoft Office applications, online applications, internet and email, video calling etc * Ability to work without close supervision * Ability to work remotely and from home if required * Ability to prioritise work and meet deadlines |
| **VALUES AND ATTITUDES** | * An understanding of, and commitment to, the aims, principles and policies of the CAB service * Ability to communicate effectively with colleagues and managers * Proven ability to work as part of a team * Commitment to undertaking training and continuous professional development |
| **OTHER** | * Flexibility in carrying out the responsibilities of the post |

**REQUIRED TRAINING**

Previous completion of the Citizens Advice Bureaux Adviser Training Programme (ATP) is desirable. If the ATP has not already been completed, the post holder will be expected to complete this.

Training may be undertaken by attending courses in Shetland, and by online learning.

**ADDITIONAL REQUIREMENTS**

The post is subject to the receipt of a satisfactory Basic Disclosure Certificate.