

Airdrie Citizens Advice Bureau

Social Policy Coordinator



Commitment:

- Voluntary (travel expenses reimbursed)
- Minimum of 7 hours per week

About Us: Airdrie Citizens Advice Bureau is a member of the Scottish Association of Citizens Advice Bureaux, dedicated to providing free, independent, impartial, and confidential advice to individuals in our community.

We assist clients with a wide range of issues, including benefits, debt, employment, housing, and more. Our mission is to ensure that people understand their rights and responsibilities and can express their needs effectively.

Key Responsibilities:

To coordinate, promote and be involved in all social policy activities in the bureau.

- Providing support and guidance to advisers and staff members on social policy issues at local and national level
- Keeping up-to-date with social policy issues
- Maintain the profile of social policy within the bureau
- Actioning social policy flags raised by Advisers on CASTLE and providing feedback as appropriate
- Collating social policy information
- Contribute to effective social policy work within the bureau including identifying trends and providing information to bureau management and Citizens Advice Scotland as required

Attributes Needed for the Role

- Committed to the aims and principles of the Scottish CAB Service
- Organised and systematic
- Understand the importance of CAB work
- Have good communication skills
- Willing to attend training and other meetings
- A strong commitment to justice
- Understanding of key current social issues, and their potential impact on CAB clients
- Ability to analyse complex information
- Ability to work as part of a team
- Ability to work on own initiative within guidelines
- Willing to attend meetings and training for the role

February 2025

Person Specification:

We are seeking individuals who can demonstrate:

- **Commitment:** A strong dedication to the aims and principles of the Citizens Advice service, including the values of free, confidential, impartial, and independent advice.
- **Teamwork:** Effective communication and interpersonal skills, with the ability to work collaboratively as part of a diverse team.
- **Integrity:** A commitment to upholding the highest standards of governance and ethics.

Time Commitment: Volunteers are expected to commit to at least **seven** hours per week, arrive on time and let us know in advance if they're unable to attend.

What We Offer:

- The opportunity to make a significant impact in your local community
- The chance to work with a dedicated team of trustees, staff, and volunteers
- Reimbursement of travel expenses

How to Apply: If you are passionate about making a difference and have the skills we are looking for, we would love to hear from you. For an informal discussion about the position, please contact the bureau by telephone on **01236 754109** or email bureau@airdriecab.casonline.org.uk.

We are committed to promoting equality and diversity and welcome applications from all sections of our community.

Application Deadline: 30 November 2025.

Join us in making a difference to the lives of people in our community.

February 2025