

Background Information on Dundee Citizens Advice Bureau

Dundee Citizens Advice Bureau is an accredited member of the national network of CABx, the Scottish Association of Citizens Advice Bureaux, also known as Citizens Advice Scotland. We are a local charity and company limited by guarantee, run by local volunteer Board members. The twin aims of the service are:

- To provide the advice people need for the issues they face
- To improve the policies and practices that affect people's lives

We cover all of Dundee and deliver outreach services throughout the city. We provide home visit appointments to clients who are limited by medical condition or have caring responsibilities.

We currently employ 19 full-time and 9 part-time members of staff and who support our invaluable team of over 20 volunteers in a wide variety of roles.

Our services are based on the core principles of Citizens Advice Scotland - free, confidential, impartial, locally relevant, and independent and quality assured.

We provide confidential advice, assistance and information for our community on a wide range of issues including:

- Debt and money
- Housing
- Immigration
- Relationship and family issues
- Form Filling
- Simple Procedure
- Welfare Rights
- Consumer Issues
- Employment
- Pensions
- Discrimination
- Patient Advice Service

Dundee CAB is a trusted and well-respected organisation. It receives high levels of client satisfaction and the excellence of its training program is widely recognised.

We offers a service mix of drop-in and appointment-only generalist advice; appointment-only specialist service provision for more complex or specialised advice throughout the operating area and appointment and drop in at outreach services.

Applicants for the post should be under no illusion about the extent of hard work involved in this role. All CAB posts demand a high level of commitment and will involve a flexible approach to working.