



Forth Valley CAB Sensory Loss Advice Service (SLAS)

Employer:	Stirling District Citizens Advice Bureau Ltd
Job Title:	Sensory Loss Advice Worker (Hearing Loss)
Responsible to:	CEO
Location	Stirling CAB, Forth Valley Sensory Centre & its satellites & extensive travel across Forth Valley
Salary	£29,616 for 35 hrs per week, <i>initially</i> & 2 years fixed term to January 2027 , tied specifically to National Lottery Improving Lives funding (<i>possible</i> extension thereafter depending on funding) plus 5 % employer's contributory pension

Main Purpose:

The Forth Valley CAB Sensory Loss Advice Service (SLAS) is a new and innovative approach that extends & increases our ability to inclusively help people with sensory loss across Forth Valley access advice, information, support & representation in relation to Money, Debt and Benefits.

It is unique, in that Stirling District Citizens Advice Bureau Ltd (SDCAB) is introducing a specialist advice service for households experiencing sensory loss i.e. individuals & their families & carers across the Forth Valley region, named the Forth Valley CAB Sensory Loss Advice Service (SLAS). SDCAB will lead the service in collaboration with the other Forth Valley CABs (Denny & Dunipace, Clackmannanshire, Falkirk, and Grangemouth) and the Forth Valley Sensory Centre (FVSC).

SDCAB will employ two Sensory Specialist advice workers, one being a BSL competent worker, to support people with hearing and sight loss with information, advice, casework support, technical advocacy & representation as proposed above. They will work proactively with the FVSC, its satellites and Centre Service Users, and via a wide range of referral partners.

The Sensory Specialist advice workers will support people who are Deaf or have Hearing loss and/or sight loss with information, advice, casework support, technical Advocacy & representation on Money, Debt & Benefit & related issues (e.g. Housing, Employment rights) & facilitate clients to access the additional help & support they need. Advisers will work proactively with Forth Valley Sensory Centre

(FVSC) and its satellites, Centre Users, and a wide range of referral partners to raise awareness of the service and to engage & support service users.

The Sensory Loss Advice Worker will be highly proficient in BSL with practical knowledge and understanding of the language. They will :

- Provide an independent and trusted Money, Debt & Benefits advice & representation service to people experiencing sensory loss issues across Forth Valley up to and including court & the upper tribunal
- Provide a 2nd tier consultancy support service to build the sensory loss advice capacity of the front-line of CAB advice services & sensory loss stakeholders (primarily Forth Valley Sensory Centre & its stakeholders).
- Engage with individuals experiencing sensory loss encountering Money, Debt & Benefits problems and those in short and long-term financial crisis & effectively resolve their problems
- Access & facilitate crisis support to people with sensory loss in reduced circumstances
- Act a representative for people with sensory loss with a wide range of stakeholders - DWP, Jobcentre plus, Social Security Agency for Scotland, local authorities, employers, housing providers to ensure fair and equitable treatment & access to rights
- Inform, enable and empower people with sensory loss to inclusively access their rights and to ensure they do not suffer through ignorance of the services available to them
- Provide sensory loss Money, Debt and Benefits training to frontline CAB staff, volunteers and frontline sensory loss stakeholders
- Provide Money, Debt and Benefits information workshops, in appropriate formats to people experiencing sensory loss.
- In partnership with Forth Valley Sensory Centre, produce a range of Plain English factsheets on Money, Debt and Benefits in a range of appropriate formats – Braille, large print, audio tape
- Actively participate in and influence relevant stakeholder groups, e.g. Tackling Poverty and Inequality Group and other relevant frontline workers' groups, in consultation with the CEO, from a responsible evidence based perspective
- Provide regular reports to the Forth Valley CAB Sensory Loss Advice Service working group

Access to the project will be via hybrid mix of telephone, email, webchat, video conferencing & face to face appointment, at Forth Valley Sensory Centre (and its

satellites), home visits and via face-to-face drop in via collocated outreach CAB advice clinics across Forth Valley.

CAB has an established outreach footprint across Forth Valley & is well -versed in helping people navigate complex, challenging and confusing Money, Debt and Benefits advice issues.