



## Multi-Skilled Caseworker Job pack

Thanks for your interest in working at Citizens Advice Sedgemoor. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Sedgemoor
- The role profile and personal specification
- Terms and conditions

Want to chat about this role?

If you want to chat about the role further, you can contact Kylie Page by emailing [kylie.page@citizensadvicesedgemoor.org.uk](mailto:kylie.page@citizensadvicesedgemoor.org.uk) or calling 01278 459009.



### Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



### 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

#### **How Citizens Advice Sedgemoor works**

Citizens Advice Sedgemoor provide free, confidential, and impartial advice on any subject. We are an independent, local charity and a member of the Citizens Advice network. Last year we dealt with over 6600 clients, managed £1.9m of debt on behalf of our clients and generated £2.4m of welfare benefit income.

Our general service operates 5 days a week in Bridgwater and we have weekly outreach sessions across Sedgemoor. Our service is delivered face to face by local volunteers, supported by paid members of staff. We provide money advice and welfare benefit casework.

**"The beauty of Citizens Advice is that they never really know what issues they are going to be dealing with! They are great listeners and that's the best start to unravelling what needs to be done and the appropriate advice to be given!"**

#### **Client**

Our volunteer model means our services are locally delivered by and for members of the community, directly at the point of need.

**"I am often very humbled when I can help a client and they leave with a smile on their face. Volunteering for Citizens Advice Sedgemoor provides a stimulating and challenging environment in which to provide help and assistance"**

#### **Volunteer**

Whilst people seek help with many problems, the most common are benefits, debt, housing, employment, and relationship problems. Our holistic service will explore other issues in addition to the presenting problem.

The clients we help include those most in need – our clients often live on low incomes, over half of our clients have a physical disability or mental health issues.

Some problems are too difficult to solve through advice alone. Our evidence shows there are systemic barriers which stop people's problems being resolved. Our work helps to remove these barriers by improving policy and practice. This can bring change not only for our clients but also for people who may never come to us for help. Our research and campaigns work provides evidence so that we can better target our support and our resources.

We have around 35 volunteers and 9 paid members of staff supported by an active board of 7 trustees. We have strong working partnerships with local stakeholders including our primary funder, Sedgemoor District Council.

## Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

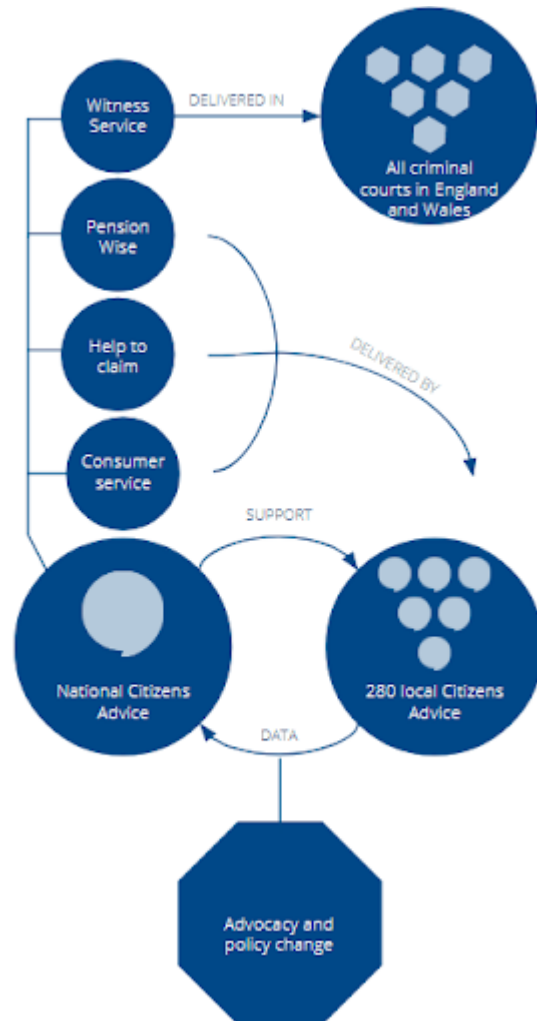
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



**The role**

Role: Multi Skilled Caseworker

Hours: 37.5 hours per week

Location: Flexible – remote working/Bridgwater/community locations across Sedgemoor

Salary: £21,500 - £23,000 depending on experience

Contract: to end of September 2021 (may be extended subject to funding)

Application deadline: 12noon 07 May 2021

Interviews week commencing : 17 May 2021

Citizens Advice Sedgemoor are looking for a Multi-Skilled Caseworker, a new role within the organisation. This is an exciting time to join us, as we have an ambitious agenda to develop our advice services to meet the needs of people in Sedgemoor.

The post-holder will be part of the advice team, working together to deliver multi-channel advice by telephone, digital, virtual, and actual face to face to Sedgemoor residents on a range of queries affecting clients.

To apply, please request a job pack and application form from our partnership website <https://citizensadvice Somerset.org.uk/work-with-us/>

### **Context of role**

This role will be suitable for someone with excellent interpersonal skills and extensive experience of working with clients experiencing critical or complex circumstances. The postholder will have proven expertise in the use of online applications and IT systems and will be confident in working remotely including to deliver advice via online platforms or phones.

The nature of the follow-on advice and casework will vary and is likely to include complex benefits, housing, employment, and families' advice with elements of debt and welfare included.

The postholder must be an experienced generalist adviser and will ideally have casework specialism. Candidates that have an exceptionally strong background in complex client cases but lack the Citizens Advice qualification may be considered on a fast-track training programme.



### **Role profile**

#### **Role purpose**

The purpose of the post is to:

- To work within the ethos and values of Citizens Advice services in Sedgemoor in order to develop positive, trusting and professional relationships with clients, colleagues, partners and external agencies.
- To deliver advice and casework to an allocated caseload of clients in a timely and effective manner in accordance with the standards set by the Financial Conduct Authority, Advice Quality Standard and the organisation's policy and practice.

- To use your interpersonal skills to explore, listen and understand complex problems as they affect each individual and tailor your approach to advice accordingly.
- To ensure that accurate on-going records are regularly updated and communications between the various parties (clients, other staff/partners, external agencies) are clearly documented and undertaken professionally.
- To maintain key dates and other systems and ensure that all the required actions necessary to complete and close the client case and document client outcomes are undertaken to a high standard.
- Identify and escalate serious problems, including safeguarding, appropriately.
- Ability to work under your own initiative and to do so within a remote working team environment. To maintain regular and close working with colleagues and partners including through the use of online video meeting platforms.

### **Casework Giving**

- Provide casework to clients face-to-face, by telephone or other channels in accordance with the policies and procedures of the organisation and the requirements of the grant agreement.
- Undertake thorough and appropriate research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting, or writing letters and telephoning.
- Develop specialism in one or more advice areas (Welfare Benefits, Debt, Employment etc.) under the direction of your line manager or CEO.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality Standard/funding requirements, as appropriate.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.

### **Partnership Relations**

- Build effective working relationships with partners' advisers, supervisors and caseworkers involved in the Somerset Adviceline service.

### **Learning, development, and training**

- Participate fully in continuing professional development training and keep your knowledge and skills up to date in accordance with the Citizens Advice standards of practice.

### **Research and Campaigns**

- To assist with research and campaigns by providing information about clients' circumstances through the appropriate channel and through encouraging and overseeing similar commitments from the other advisers and assessors.

### **General Duties**

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Any other duties as required.



## **Person specification**

We are looking for a skilled individual who has:

### **Essential Criteria**

- Excellent communication skills and experience of developing effective working relationships with teams of staff from across different organisations and from a range of professional backgrounds.
- Demonstrable experience of working with clients in complex and vulnerable circumstances.
- Confident and professional approach to your work and the ability to take personal responsibility for your own actions and work plans and manage a considerable caseload to high professional standards.
- Ability to work on own initiative and be highly motivated.
- Qualified and confident adviser with considerable experience (one year or more post training) and of delivering one-to-one advice in a Citizens Advice or similar context.
- Demonstrable experience of working safely and appropriately with vulnerable clients and of working to standards of best practice in relation to confidentiality, information assurance and safeguarding.
- Understanding of the issues involved in interviewing clients.
- Understanding of the issues affecting society and their implications for clients and service provision, and the ability to take effective action on these issues.
- Ability to identify cases where referral to another adviser of other agency is necessary, and the ability to make an effective referral.
- Proven IT, numeracy and literacy skills and the ability to use office software, cloud-based programmes, and Citizens Advice IT systems effectively.
- An understanding of and commitment to the aims, principles and policies of the Citizens Advice Service and the positive value of diversity
- Ability to research, analyse and interpret information.
- A flexible attitude to home-based working.



## **Terms and conditions**

Ordinarily, the main place of work for this role would Bridgwater with some the potential for some travel across Somerset. We are currently delivering our service flexibly with a combination of office and home working.

Reasonable expenses will be reimbursed for costs incurred.

This is a permanent contract after a probationary period of 6 months. The full-time working week is 37.5 hours and normal hours are from 9am to 5pm Monday to Friday.

The annual leave year runs from 01 January to 31 December and full-time employees are entitled to 25 days paid annual leave plus statutory holidays.

There is an auto enrolment pension scheme with an employer contribution of 7.5%