

Job Pack – Team Leader & Caseworker (mental health services)

Thanks for your interest in working at Citizens Advice Somerset.

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 Somerset
- The role profile and background (page 3)
- Terms and conditions and Job Description (page 4 onwards)

Want to chat about this role?

If you want to chat about the role further, please email HRandResources@casomerset.org.uk



Our Values

Accessible

We respect and appreciate one another; this means we welcome people from all walks of life and backgrounds and that our culture is free of bullying, intimidation and negativity. We recognise personal qualities and skills and we respect our differences.

We treat one another as equals; this means that everyone in our Organisation is of equal value regardless of their role, title or area of responsibility.

We work hard to create a friendly and professional work environment; this means that we are welcoming, supportive and positive towards one another, clients, partners and other agency staff

Professional

We trust each other as professionals and as people; this means that each member of the organisation will accept responsibility for their actions and decisions. We honour our commitment to confidentiality so that we may speak openly and freely among ourselves.

We take individual ownership for our own performance and we show consideration for each other's needs; this means that we follow through on our promises, listen to each other and work together to problem solve. We co-operate and we think as a team.

We are committed to working together to improve our services; this means that we welcome fresh ideas and new ways of working and that we take time to gather feedback on our performance and to learn and improve.

Trustworthy

We practice open and honest communication; this means that we behave constructively and assertively to address any difficulties as they arise. We will work in an inclusive way with openness and transparency.

We are committed to spending time together and to developing our skills and knowledge; this means that we will attend meetings and training and that we will take time to keep everyone informed of our whereabouts and key activities.



3 things you should know about us

- 1. We're local and we're national.** We are part of a national network of Independent Citizens Advice organisations. The Citizens Advice network offers direct support to people in around 260 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.
- 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 Somerset works

Citizens Advice Somerset provides free, confidential, and impartial advice. We are an independent, local charity and a member of the national Citizens Advice network.

Please explore our website to find out more about our work, partnerships and our impact.

Our services operate 5 days a week across Somerset. Our service is delivered via our Somerset Adviceline, Digital channels and face to face appointments in the community.

We have around 70 paid members of staff supported by an active board of 11 trustees and just over 100 volunteers. We have strong working partnerships with local stakeholders including our primary funder, Somerset Council.



The Role Profile and Background

Citizens Advice Somerset – Team Leader & Caseworker (mental health services)

Role purpose

The primary purpose of the role is to support the development and delivery of the Open Mental Health programme and take an active role in delivery through the provision of casework. This role will include co-ordinating the work of the Somerset team and providing direct supervision and practical assistance to the Citizens Advice Somerset Caseworkers (Wider Determinants and Next Steps).

The caseworker element of the role will work with clients in person at agreed locations across Somerset and via phone and video call. The locations may include the acute wards in Taunton, Yeovil, Bridgwater or Wells, Citizens Advice Somerset offices or other venues as required.

You will be a “team player”, someone who really cares about people – our staff, volunteers, clients and partners - and works effectively with them all.

You will be able to communicate confidently, clearly, and sensitively with people at all levels of the organisation. You will bring diplomacy and tact to your role, and you will be able to de-escalate a situation, for example an agitated client or referral partner.

You will be passionate about advancing equality, diversity, and inclusion and pro-active in looking for ways to make our services as accessible and inclusive as possible.

You will have a calm manner and you will be good at multi-tasking with an ability to maintain oversight and control of a busy service and all those within it. To do this, you will be competent using office and cloud-based systems and confident to make decisions on “day to day” matters that arise in the team you lead.

The post will be subject to a DBS Enhanced Disclosure Check

Partnership

Work in collaboration with Open Mental Health partners and project teams to create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff, partners and clients are supported.

The postholder will be based across our Citizens Advice Somerset offices and other locations.

The role will be suitable for someone with excellent interpersonal skills who enjoys working one to one with clients who experience emotional support needs and supporting our valued team in their caseworker roles. We are looking for a candidate that is confident and able to deliver advice in person or via phone.

The postholder must be able to demonstrate effective use of our online applications and IT systems.

The successful candidate will be required to complete the 2 day Mental Health First Aid course delivered by Mind in Somerset.

You will be a role model of our values and policies – working to the highest standards of openness, transparency and respectfulness in all that you do.

Terms and Conditions

Job title:	Team Leader & Caseworker (mental health service)
Reporting to:	Operations Manager
Hours:	30 – 37.5 hours per week
Location:	Hybrid working split between offices, outreach and home
Salary:	£26,027 - £28,750 pro rate for part time hours and depending on experience.
Pension:	3% employer contribution
Contract:	Permanent (following a probation period)
Application deadline:	24 th June 2024 at 9am



What's in it for you?

- Hybrid working, working onsite across our Somerset locations and some home working.
- We offer a supportive environment where our people feel valued and enjoy plenty of opportunities for professional development within our service.
- You will join a service committed to its values, with a commitment to making a difference to the lives of our community.
- Work pattern of Monday to Friday, with usual working hours being between 9am and 5pm.
- 23 days paid annual leave plus statutory holidays (pro-rata for part time workers)
- Auto enrolment pension scheme with an employer contribution of 3%



Next Steps

Please complete the application form and return it to: hresources@casomerset.org.uk by 9am on 24th June 2024.

Interview dates are scheduled for: Thursday 4th July 2024

If you are selected for interview this date will be confirmed

Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

Key Tasks

Service Co-ordinator

- To oversee the day to day delivery of the Wider Determinants and Next Steps services in accordance with the funding contract, project plan, Cit A and FCA quality standards and organisational policies
- To receive and allocate referrals and oversee the number of open and closed cases and workload of both teams in order to meet service targets
- To provide casework oversight and supervision to the caseworkers
- To provide line management supervision to the Caseworkers and Assessors/Administrators and other staff and volunteers as appropriate
- Facilitate monthly Somerset team meetings and other team communications
- To work alongside the Operations Manager to monitor quality compliance
- To work alongside the CEO and the Operations Manager to develop the service and to build and maintain effective relationships with funders and stakeholders
- To work with the Operations Manager in the promotion and marketing of the service in order to raise the profile of our work and ensure that target client numbers are met
- To occasionally attend OMH Executive Group meetings representing the service team.

Casework

- Provide advice and casework on the full range of advice issues
- To act for the client to ensure income maximization through the take up of appropriate benefits and grants and support clients with benefits appeals and tribunal submissions.
- To negotiate on clients' behalf by drafting or writing letters, telephoning, preparing and presenting cases to the appropriate statutory bodies or tribunal as required
- To maintain and manage a client case-load
- To work in accordance with Citizens Advice and Open Mental Health standards of practice and ensure that all services conform to relevant quality and advice standards
- Maintain accurate and timely case records using the Citizens Advice client record system
- Liaise and undertake joint working with other local OMH partners
- Provide technical advice guidance and support to other OMH team members as required
- Maintain liaison with relevant external agencies

Research & Campaigns and Monitoring

- Identify and take-up research and campaigns issues, of both local and national importance.
- Provide reports and verbal updates periodically to the Operations Manager and Trustee Board

Professional Development

- Keep up to date with legislation, case law and procedures and maintain professional standards to ensure continued compliance with the welfare benefits caseworker competency framework

Other Duties

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

- Establish and maintain effective and efficient administration systems for the delivery of the service
- Support other Citizens Advice work as required
- Carry out any other duties as requested

Person specification – these criteria will be used for shortlisting purposes

Person Specification		Selection Matrix
1	Considerable knowledge and experience as a generalist adviser and welfare benefits/debt specialist caseworker	Essential Application
2	Ability to achieve the standards required within the Welfare Benefits Caseworker Competency Framework (attached)	Essential Application
3	Experience of supporting clients living with mental ill health, dealing with clients in a calm, sensitive and effective manner in person, over the telephone and by email	Essential Interview
4	Ability to maintain self-awareness in relation to your own emotional wellbeing and to use support where appropriate and to ensure that the team are similarly able to use support to maintain health and wellbeing in their role	Essential Interview
5	Excellent interpersonal, communication, negotiation and customer service skills and in particular high standards of written and verbal communication including representing clients, preparing correspondence and report writing	Essential Application form and Interview
6	High standards of numeracy and literacy with excellent IT and administrative skills able to work accurately and efficiently using MS Office (excel, word, outlook, power-point, Teams etc) and other cloud based systems	Essential Application form
7	Ability to work effectively as part of a team and competent to work remotely using your initiative in order to prioritise your work, meet deadlines and ensure clients' needs are met.	Essential Application form and Interview
8	Ability to give and receive feedback objectively and sensitively and to give developmental input and guidance in relation to managing and improving the performance of individual team members	Essential Application Form and Interview
9	A commitment to continuing professional development, primarily aimed at keeping abreast of developments that are relevant to the role	Essential Application Form
10	A willingness to gain an understanding of the range of Open Mental Health services and more general issues and matters relating to people whose lives are affected by mental health support needs	Essential Application Form
11	An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice Service and the positive value of diversity	Essential Application Form
12	Willingness and ability to travel	Essential Application Form