



# Benefit caseworker job pack

Thanks for your interest in working at Citizens Advice Bucks. 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:

- Overview of Citizens Advice Bucks
- The role profile and personal specification
- Terms and conditions
- What we give our staff

## Want to chat about this role?

If you want to chat about the role further, you can contact Thalia by contacting [Thalia.jervis@cabucks.org.uk](mailto:Thalia.jervis@cabucks.org.uk)

## About Citizens Advice Bucks:

As of April 2021, Citizens Advice Chiltern, Aylesbury Vale and High Wycombe came together to form Citizens Advice Bucks, an independent and volunteer-based charity which provides a free and accessible advice and information service to clients across Buckinghamshire.

We can all face problems that seem complicated or intimidating. At Citizens Advice Bucks we believe no one should have to face these problems without good quality, free, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

You will be joining a supportive team of over 50 staff and around 100 volunteers all determined to do our best for our clients. Our core values are that we are

client-centred, friendly, kind, professional and that we respect our clients, ourselves and each other.

Citizens Advice Bucks is an equal opportunities employer. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

## **The role**

More of our clients need advice on benefits than any other advice area, whether it be a complex application or an appeal. We are committed to building our benefits casework capacity – and are really excited about the work we are doing with partners to make sure that the clients who need us most can get the advice they need. This is a role where you can make a real difference to people’s lives – and be part of shaping the way forward in this area for Citizens Advice Bucks.

The benefit casework role will be delivering benefit advice to clients who can’t take action themselves to progress their issue, or who need help because their situation is very complex. Advice may be provided in person, over the phone, video where applicable or by email.

## **Role profile**

### **Information and advice giving**

- Assess client’s problem(s) using sensitive listening and questioning skills in order to allow clients to explain their problems and identify the key information including time limits, key dates and requirements.
- Use the Citizens Advice and other resources to find, interpret and communicate the relevant information and advice.
- Assess and agree the appropriate level of service, taking into consideration the client’s ability to take the next step themselves, the complexity of the problem and the organisation’s resources.
- Research and explore options and implications so that clients can make informed decisions and empower them to make their own decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.

- Identify and notify a supervisor of safeguarding concerns or unfulfilled care needs amongst client's, particular where client is at risk or has implications for our ability to provide advice.
- Ensure that all work conforms to the organisation's agreed protocols and the quality of advice standard and other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Record information on the Citizens Advice client database and maintain case records for the purpose of quality of advice, information retrieval, statistical monitoring and report preparation.
- Meet the agreed performance targets set by the organisation.

### **Discrimination**

- Identify if there is any question of discrimination and be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

### **Research and campaigns**

- Identify research and campaigns issues.
- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

### **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.

### **Other**

- Support the aim and principles of the Citizens Advice service and its equity and diversity policies
- Perform any other tasks commensurate with the role, as directed by a Senior Manager.



## **Person specification**

### **Experience**

1. At least 6 months as a benefits caseworker and a commitment to continuous professional development **or** willingness to participate in training to become a benefits caseworker, with experience in a role advising clients within a regulated framework and a knowledge of the different types of benefits.

### **Skills and abilities**

2. Effective oral communication skills with particular emphasis on negotiation and representation and the ability to communicate effectively and sensitively with clients.
3. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
4. Good numeracy skills with the ability to carry out efficient calculations and prepare benefit checks for clients.
5. An ordered approach to work and willingness to follow and develop agreed procedures and an ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative.
6. An understanding of the need for confidentiality and a non-judgmental approach to advice provision.
7. The ability to work effectively as part of a team.
8. The ability to liaise with statutory agencies and other voluntary sector agencies.
9. The ability to use IT in the provision of advice and the preparation of statistical reports and submissions, including recording work on Casebook, or a similar client record management system.
10. Demonstrate an understanding of social trends and their implications for clients and service provision.
11. An understanding and commitment to work within the aims and principles of the Citizens Advice service and its equity and diversity policies.

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



## Terms and conditions

- Job Title:** **Benefit caseworker (Training to caseworker standard considered – some advice experience required)**
- Location:** **Flexible working arrangements considered, including remote working**
- Hours:** **37 hrs/week (Part-time/job share will be considered)**
- Salary:** **£27,000**
- Duration:** **Permanent**
- Closing date:** Assessment and interview dates will be arranged as applications are received, and we reserve the right to close the role early if the right candidate is found.



# What we give our staff

- Employer Pension Contribution.
- A company that is committed to its employees, valuing their knowledge, creativity and flexibility.
- Ongoing personal training and development.
- The chance to work with amazing people and a nationally recognised charity.

## How to apply

Please send your CV and a covering letter detailing your experience using the Person Specification to [admin@cabucks.org.uk](mailto:admin@cabucks.org.uk)