



Caseworker for specialist projects (Action for Children and Quids for Kids) – Devon wide

- 22.5 (0.6) hours per week
- Working with referrals from the Children’s Centres and Quids for Kids projects across Devon
- Salary range: £26,423 to £28,032 per annum pro rata, plus 4% employer’s pension contribution
- 28 days holidays pro rata including bank holidays
- Based at: Citizens Advice Teignbridge with occasional travel possible across Devon. Home working is possible.
- Contract: to March 31, 2025 *with possible extension dependent on funding*
- Reporting to: Legal Services Manager

Summary

We are seeking a dynamic, proactive adviser to work with families across Devon on referrals from the Action for Children Children’s Centre and Quids for Kids projects.

The Quids for Kids project offers welfare benefit advice and assistance, mainly with Disability Living Allowance and Personal Independence Payment, to families with children who have additional needs, care leavers, young homeless people and foster parents from 0-25 years of age. The work involves helping with claims, reconsiderations and appeals. Experience of representation at appeals is desirable but not essential as training and support will be provided.

The Children’s Centres project works with Children’s Centre staff to provide targeted help, particularly around income maximisation and financial management, to families referred by Action for Children staff. The ability to work effectively with clients, referrers and third party agencies is essential.

The successful candidate will be an experienced Citizens Advice adviser or equivalent. You will need to be organised and proactive, with good IT literacy and excellent communication skills. Access to your own transport is essential.

Applications should be completed with reference to the job description/person specification and notes for applicants, and submitted with an equal opportunities monitoring form. Please email your completed application to jobs@citizensadviceteignbridge.org.uk

This post is subject to an enhanced DBS disclosure.

Applications must be received by 12.00 on 29th April 2024. Interviews on 2nd or 3rd May. Start date as agreed. To discuss this opportunity further, please contact Vincent at vincent.willson@citizensadviceteignbridge.org.uk

Key work areas and tasks:

Advice

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
- Assist families and young people to claim all the benefits they are entitled to
- Help with form filling and challenging decisions where necessary
- Help families to manage their finances, reduce their bills and avoid/manage debt
- Help families to improve their housing situation
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information
- 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
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate
- Refer internally or to other specialist agencies as appropriate

Project Administration

- Monitor progress against the project targets on an ongoing basis and provide reports on agreed objectives
- Ensure that all work conforms to the local office manual and the Citizens Advice quality standard and other funding requirements, as appropriate
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Provide case studies for project reporting

Research and Campaigns

- Assist with Research and Campaigns work as appropriate
- Alert other staff to local and national issues

Relationship building

- Establish, develop and maintain a range of partnerships to reach clients and gain support for the project
- Attend relevant meetings

Professional development

- Identify and implement plans for own training and development needs
- Keep up to date with relevant training as part of a continuous training requirement
- Prepare for and attend supervision sessions / team meetings / staff meetings as appropriate

Other duties and responsibilities

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies
- Maintain effective and efficient administration systems for the delivery of the project
- Use IT for statistical recording, record keeping and document production

- Participate fully in the life of the local office, attending staff meetings, internal planning events etc. as agreed with line manager
- Support other local office work as required (e.g. providing referrals for advice appointments where appropriate)
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Carry out any other appropriate tasks requested by the manager, to ensure the effective delivery and development of the service

Person specification

- Considerable experience of delivering advice on benefits, debt, financial capability and income maximisation including assisting with challenging benefit decision
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies
- Experience of establishing and developing partnerships with other agencies and joint working
- A willingness to learn and develop and reflect on practice.
- Excellent interpersonal skills, including the ability to relate and work with a cross section of the population
- Ability to monitor and maintain own standards
- Ability and willingness to work both on own initiative and as part of a team
- Ability to self-motivate and organise a varied workload
- Ordered approach to casework and an ability and willingness to follow and develop agreed procedures
- Effective written and oral communication skills
- Numerate to the level required in the tasks
- Ability to use IT applications to record statistics, produce documents and training materials and keep accurate project records.
- Full driving licence, insurance for Class 1 (business use); use of car and willingness to drive within Devon as required by post
- This role is also subject to an enhanced DBS disclosure.

April 2024