

QUIDS FOR KIDS CASEWORKER JOB DESCRIPTION AND PERSON SPECIFICATION

The post involves the provision of a benefits advice service to:

- families and others responsible for a child or young person aged 21 or under who has additional needs or disabilities
- Care leavers
- Homeless young people
- Families subject to adoption, child arrangement and special guardianship orders

JOB DESCRIPTION

The main casework responsibilities are to:

- Provide a casework service covering the full range of welfare benefits and tax credits
- Act for the client where necessary by negotiating with benefit authorities, drafting or writing letters and telephoning
- Ensure income maximisation through the take up of appropriate benefits
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate
- Refer clients to other advisers or specialist agencies as appropriate
- Make home/outreach visits as necessary
- Ensure that all casework conforms to the local Citizens Advice office's policies set out in the Office Manual
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Ensure that all work conforms to the local Citizens Advice office's systems and procedures

The main Research and Campaigns responsibilities are to:

- Assist with Research and Campaigns work as appropriate
- Contribute to the reporting process as required by Devon County Council
- Assist with the monitoring of service provision to ensure that it reaches the widest possible client group
- Alert other staff to local and national issues

The main Professional Development responsibilities are:

- Keep up to date with legislation, case law, policies and procedures relating to welfare benefits and tax credits and undertake appropriate training
- Read relevant publications
- Attend relevant internal and external meetings as agreed with line manager
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate

Other duties and responsibilities:

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Demonstrate commitment to the aims and policies of the Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

PERSON SPECIFICATION

- A comprehensive knowledge of the current the welfare benefits system
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies
- Wide experience of benefits casework including preparation and representation at appeals
- Effective oral communication skills
- Effective writing skills with particular emphasis on tribunal submissions and correspondence
- Ordered approach to casework and an ability and willingness to follow and develop agreed procedures
- A developed understanding of the issues involved in interviewing clients
- Numerate to the level required in the tasks
- Ability to prioritise own work, meet deadlines and manage caseload
- Ability to use IT in the provision of advice and the preparation of reports and submissions
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Ability and willingness to work as part of a team
- Ability to monitor and maintain own standards
- Full driving licence, insurance for Class 1 (business use); use of car and willingness to drive within Devon as required by post