

# WEST DUNBARTONSHIRE CITIZENS ADVICE BUREAU

## JOB DESCRIPTION – CASEWORKER

Job Title:	Caseworker
Responsible to:	Manager
Hours of Work:	35 hours per week (part time or job share would be considered)
Salary Scale:	£23,750 - £26,250 (plus NI & employer pension costs)
Type of Contract:	Temporary (until 31 <sup>st</sup> March 2025) with possibility of extension subject to funding.

### **Summary of main responsibilities:**

The Caseworker will be responsible for the provision of a quality advice and information service to the public. The caseworker will play a key role in the delivery of the multi-channel (telephone, face-to-face, webchat, email, video-conference) advice service, principally covering benefits, debt, housing and employment issues, which aims to improve access to advice services for local people, particularly vulnerable families and older people. This will involve the postholder working closely with colleagues and volunteer advisors.

This Job Description sets out the practical purpose and main elements of the post. What follows is a guide to the nature and main duties of the job, but is not intended as a wholly comprehensive or permanent schedule.

### **Key responsibilities include:**

- Undertaking casework of a complex nature by interviewing, advising and assisting clients in accordance with the requirements of the West Dunbartonshire Citizens Advice Bureau (WDCAB) and its funders.
- To ensure the provision and development of quality advice, information for clients by way of casework and specialist support services to WDCAB volunteers and paid staff.
- Negotiate on behalf of clients and liaise with local authorities, other statutory and voluntary organisations, including the Local Authority, Department for Work and Pensions (DWP) and other third parties.
- Communicating complex information and proposals effectively to clients and others in a structured, coherent and persuasive manner.
- Maintain clients' involvement in decision-making at all stages of their cases, including confirming advice given, agreeing action to be taken, discussing progress and time limits as appropriate in accordance with WDCAB procedures.
- Provide support for volunteers, whether in-office, at outreach or working from home, particularly in relation to complex and/or unusual client enquiries, by being available for consultation
- Support the Adviser Training Programme and trainee adviser development through the provision of training sessions and coaching responsibilities where required.
- Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously.
- Assist in developing awareness of the service and undertake preventative work.
- Provide and/or contribute to briefings to internal and external staff as required.
- Assist with WDCAB's social policy work by providing information about clients' circumstances through the appropriate channels.

### **Professional development:**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Keep abreast of developments in relation to information technology.
- Attend relevant internal and external meetings and training as agreed with the line manager.
- Attend training courses and seminars as appropriate.
- This is to be undertaken in line with the WDCAB Policies and Practice.

### **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 principles of the WDCAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## CASEWORKER - PERSON SPECIFICATION

Criteria	Essential	Desirable	Evidence
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good literacy and numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of accredited training to advice level.</li> </ul>	Application form Certificates
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Evidence of an ordered approach to work</li> <li>• Experience of working with people.</li> <li>• Experience of and commitment to partnership working.</li> <li>• Experience of representing and speaking on behalf of an organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• Data Input to electronic case management and recording systems.</li> <li>• At least one year's recent advice experience of social welfare advice (including telephone advice).</li> </ul>	Application form References Interview
<b>Skills and attributes</b>	<ul style="list-style-type: none"> <li>• Ability to work with customers in a sensitive and professional manner.</li> <li>• Ability and willingness to follow and develop agreed procedures, including statistical recording of cases and outcomes.</li> <li>• Effective oral communication skills, including ability to negotiate and represent clients, and provide subject-based briefings to colleagues.</li> <li>• Effective written and numeracy skills.</li> <li>• Ability to prioritise own work, meet deadlines and manage workload.</li> <li>• Ability to use IT in the provision of advice, recording of data, and the preparation of reports and submissions.</li> <li>• Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.</li> <li>• Ability and willingness to work as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• To be self-sufficient in relation to skills, e.g., Word, Excel, PowerPoint, along with Microsoft functionality</li> <li>• Be prepared to learn how to use bespoke CAB software</li> </ul>	Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of UK and devolved social security structures</li> <li>• Awareness of the wider advice issues that a benefit claimant may present with.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to demonstrate understanding of social trends and their implications for clients and service provision,</li> <li>• Able to demonstrate understanding of third sector and volunteering.</li> </ul>	Interview
<b>Values and attitudes</b>	<ul style="list-style-type: none"> <li>• Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.</li> <li>• Ability to monitor and maintain own standards, including willingness to attend relevant training</li> </ul>		Interview
<b>Other</b>		<ul style="list-style-type: none"> <li>• Current full driving license and use of own car would be advantageous.</li> <li>• Willingness to travel and to work flexible hours, including evening and weekends</li> <li>• Experience of working in community settings</li> </ul>	interview