



Generalist Adviser/Caseworker (trainee considered)

Responsible to: Advice Supervisor

Hours: Full Time 5 days a week

Salary: £30,823- £34,474 (depending on qualification)

Contract: Permanent

PURPOSE OF THE JOB

- To provide an effective advice service on the full range of enquiry areas, and casework particularly in Benefits, Debt and Housing, which meets quality standards and achieves performance targets. The successful candidate will primarily be working from community venues around Westminster.
- To identify and highlight policy and campaigns issues with a view to influencing policy and effecting change.

JOB DESCRIPTION

Advice, Casework and Advocacy

- Provide advice and casework support on the full range of enquiry areas, in particular welfare benefits and housing.
- Carry out research to ensure advice provided is adequately referenced.
- Undertake casework support for vulnerable clients including acting on their behalf with third parties.
- Assist clients with other problems where they are an integral part of their case.
- Record case notes using CRM database efficiently and effectively.
- Ensure that all work conforms to the organisation's systems and procedures and meets with funders and contractual requirements.

Policy and Campaigns

- Assist with policy and campaigns work by providing information about clients' circumstances in relation to social policy issues
- Provide case studies and statistical information on the nature of cases, where there is a social policy issues

Information Technology

- Proficiency in the use of Microsoft Office suite of packages, particularly Word, Outlook, PowerPoint and Excel.

Professional Development

- Keep informed of new and changing legislation relevant to the post, and of local issues and policies.
- Be able to identify own training needs through feedback and self-assessment, and discuss same with line manager, taking responsibility for own development.
- Attend and contribute to support and supervision and appraisal meetings with the line manager, to further own development.

Public Relations and Liaison

- Promote the work of Citizens Advice Westminster both locally and nationally; as required.
- Work closely with partner organisations.

Policies of the Citizens Advice service

- The postholder must understand, and be committed to, the aims, principles and policies of the organisation and the Citizens Advice service
- The postholder shall at all times have due regard for the aims, principles and policies of the Citizens Advice service, positively promote the same; protecting the integrity and reputation of the service in the planning and execution of their duties.

Other Responsibilities

- Willingness to work in a way that contributes to a positive working environment for all staff and volunteers.
- Willingness to take a flexible and adaptable approach to service delivery, including working outside of normal office hours on occasion, with prior notification.
- Willingness to work at any premises of Citizens Advice Westminster or outreach venue as required, ensuring effective service delivery.
- Willingness to abide by the Health and Safety guidelines of the organisation, having due regard for your own health and safety, and the health and safety of others.
- Willingness to carry out any other related tasks, as required by the line manager,

PERSON SPECIFICATION

Please write down how you meet each of the specifications below, providing examples of how you meet each requirement.

Requirement	Essential or Desirable	(Application, Test, Interview, Probation)
Qualifications / Education / Training:		
1. Citizens Advice's Certificate in Generalist Advice Work, or other equivalent advice sector qualification or training, or evidence you are working towards achievement of qualification	E	A
Experience:		
2. Minimum of 1 years' experience of providing quality social welfare law advice in welfare benefits, debt, housing, or other generalist advice areas.	E/D	A, I
3. Experience of working at community outreach venues.	D	A, I
4. Experience of referencing research materials for the purpose of delivering advice.	E	A, T
5. Experience of working with quality standards and meeting funder requirements.	D	A, P
Knowledge and Understanding:		
6. Good understanding of social welfare law in range of enquiry areas including welfare benefits, housing and debt.	E	A, T, I, P
7. Good knowledge of the client interview process.	E	A, I, P
8. Understand the need to empower clients and provide support to vulnerable clients.	E	A, P
9. Resilient and empathetic to the difficult circumstances clients may be facing.	E	A, P
Skills and Competencies:		
10. Excellent verbal and written communication skills with the ability to write clear and concise case records.	E	A, I, P
11. Numeracy skills required to carry out benefits calculations, budgeting sheets etc.	E	A, T, P
12. Excellent IT skills with the ability to use Microsoft Office applications, database and other platforms such as Teams/Zoom	E	A, T, P
13. Ability to plan and organise one's own work to meet deadlines particularly when under pressure whilst continuing to maintain standards.	E	A, I, P
14. Ability to receive constructive feedback and take ownership of own learning and development.	E	A, I, P
15. Willing and able to work flexibly in different venues.	E	A, I, P

