Generalist Caseworker (Witney/Outreach)

Recruitment pack

An opportunity to work with a fantastic team of dedicated volunteers and staff. We look forward to meeting you.

Thanks for your interest in working for Citizens Advice Oxfordshire. 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:

- Key facts about what we offer
- Other staff benefits
- Role description
- Person specification
- 3 things you should know about us
- Overview of Citizens Advice
- How Citizens Advice Oxfordshire works
- Our values

Application deadline:

Interview dates:

Want to chat about this role?
If you want to chat about the role further, you can contact emailing or calling hr@caox.org.uk 01993 892063

How to apply: The application process can be found on our website at caox.org.uk/apply-paid-role

We are a Disability Confident employer. Should you require any reasonable adjustments to enable you to apply or to attend an interview please let us know. If you have further questions, require any adjustments to be made to the application process, or would like to provide any information you wish us to take into account when we are considering your application, please get in touch by email or phone:

Email: hr@caox.org.uk

Phone: 01993 892050

Generalist Caseworker (Witney/Outreach)

Key Facts

Location: Based in Witney with outreach and home visiting across West Oxfordshire

Hours: 14.8 - 18.5 hrs per week

Contract: Part-time

Salary: £28,140 FTE - £28,840 FTE (full time is 37 hours) depending on prior training and experience.
£11,256 - £11,536 actual pro rata for 14.8 hrs per week (0.4 FTE)
£14,070 - £14,420 actual pro rata for 18.5 hrs per week (0.5 FTE)

Expenses: Any additional travel above home to work can be claimed at £0.55 per mile

Other: A laptop and any other essential equipment will be provided

Other staff benefits

Workplace Pension

- 5% employer contribution, minimum 3% staff contribution

Generous Holiday allowance

- 31 days plus bank holidays (pro rata for part time roles)

Ongoing training and development opportunities:

Your line manager and our Learning & Development Team will work with you to develop an individual training plan and offer opportunities to develop new skills relevant to your role.

Regular personal supervision and annual appraisal

Employee Assistance Programme:

- Telephone counselling support
- Personal legal and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year

Generalist Caseworker (Witney/Outreach)

Role Description

A caseworker role delivering advice on all advice areas and casework on Benefits and Debt/Money Advice. This role is office based, and will include visiting some clients at home across West Oxfordshire, and covering our weekly Chipping Norton outreach. Full training can/will be offered.

Role profile

Advice and Casework

- 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.
- Provide advice covering the full range of generalist advice areas, and casework covering Benefits and Debt/Money Advice.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by negotiating, drafting or writing letters and telephoning.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate and negotiate with third parties as appropriate. Assist clients where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available.
- Signpost and refer internally and externally as appropriate in order to link clients into additional relevant support
- Ensure that all work conforms to the office systems and procedures
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

- Ensure that all casework conforms to the organisations Office Manual and the Advice Quality Standard, the Financial Conduct Authority, and/or the specialist Quality Mark as appropriate.
- Make home/outreach visits as necessary.

Research & Campaigns

- Assist with research and campaigns work by completing evidence forms providing information about clients' circumstances where their issue could be something that affects a wider group of people.
- Respond to the regular network survey, sharing insights to inform national policy work.

Professional Development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Comply with continuous professional development as required to maintain standards and qualifications.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Assist with Service initiatives for the improvement of services.

Administration

- Use IT for statistical recording, record keeping and document production, and ensure that all work conforms to office systems and procedures.
- Provide statistical information on the number of clients and nature of cases as requested.
- Keep up to date with policies and procedures relevant to work and undertake appropriate training.
- Maintain close liaison with relevant external agencies

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 service.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Hold up to date Fire Marshall and First aid at work certificates

Person Specification

Essential Criteria

1. Experience of advice work in welfare benefits.
2. Ability to work sensitively with a diverse range of clients.
3. An understanding of the issues involved in interviewing clients, particularly those who may be experiencing stress and anxiety.
4. An ordered approach to your work and an ability to follow set procedures concerning casework and file management etc.
5. Ability to use IT in the provision of advice and the preparation of reports and submissions.
6. Good oral communication skills with particular emphasis on negotiation and representation skills on the telephone.
7. Ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and on preparing grant applications, reviews, reports and correspondence.
8. Numeracy skills required to understand statistics and check calculations.

9. Ability to monitor and maintain own work to comply with set standards
10. An understanding of and commitment to the Aims and Principles of the Citizens Advice service including the services Equal Opportunities policies.
11. Ability and willingness to work independently and within a team. Ability to prioritise own work, meet deadlines and manage a diverse caseload.
12. A willingness to learn and develop and reflect on practice.
13. Demonstrate an understanding of social trends and their implications for clients and the service.
14. Ability to drive, and own transport as home visits across this rural area are an essential part of the role.

Desirable Criteria

- Recent in-depth knowledge and experience of delivering Benefits and Money Advice.
- Good working knowledge of all other advice areas.
- Experience working with volunteers

In accordance with Citizens Advice policy we will require 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.

Generalist Caseworker (Witney/Outreach)

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 230 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

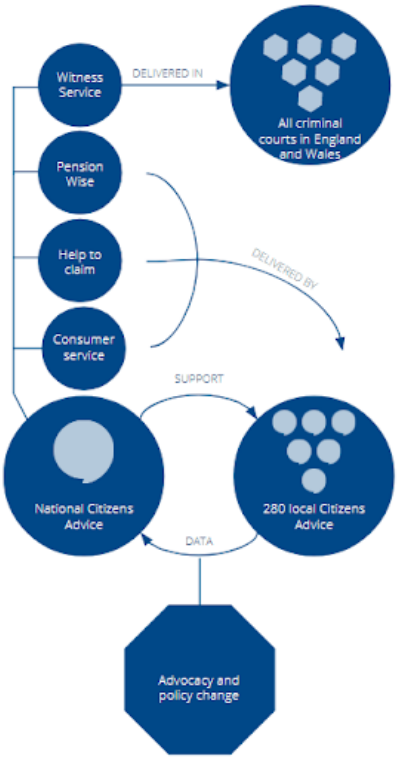
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

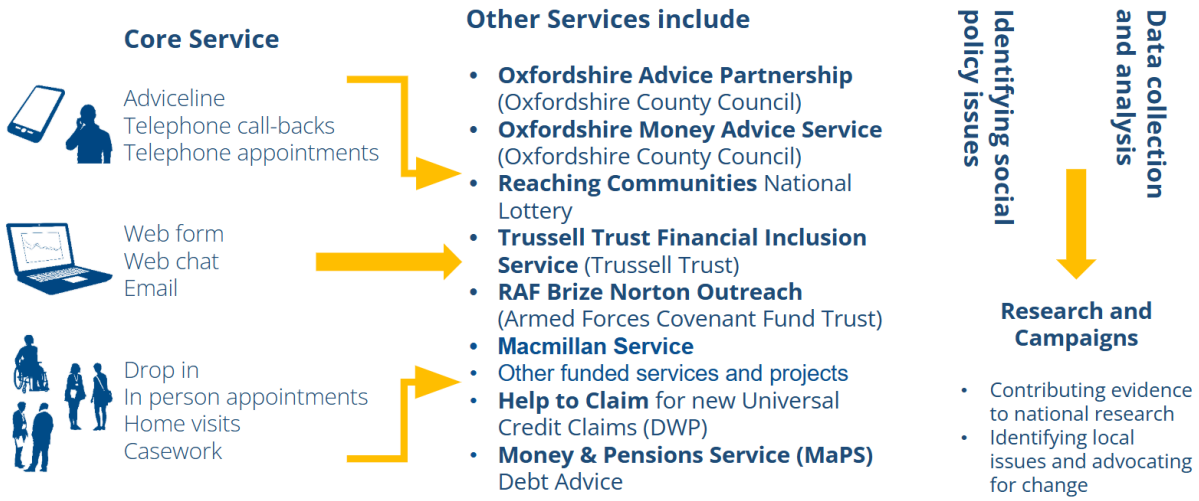
- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



Generalist Caseworker (Witney/Outreach)

How Citizens Advice Oxfordshire works



We provide a range of advice, guidance and support services to the people of Oxfordshire and beyond. We give advice on many issues, including; debt, benefits, employment, housing, consumer rights and relationship problems. We believe no one should have to face these problems without good quality independent advice.

• Our values

We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.