

Generalist Caseworker Major Trauma Unit

Recruitment pack

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:

- 3 things you should know about us
- How Citizens Advice Oxfordshire works
- Our values
- Overview of Citizens Advice
- Other staff benefits

Application deadline: 9am, Thursday 15th January 2026. Please note that if a suitable candidate is found, we may close applications early, so please apply promptly.

Interview dates: Expected at the end of January 2026.

Want to chat about this role?

If you want to chat about the role further, you can contact emailing or calling staff-recruitment@caox.org.uk 01993 892063

How to apply: The application process can be found on our website at <https://www.caox.org.uk/jobs>

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:

We are an equal opportunities employer and welcome applications from under-represented communities.

Generalist Caseworker Major Trauma Unit

Our values

We're inventive. We're not afraid of trying new things and learn 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.



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.

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🔗 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.

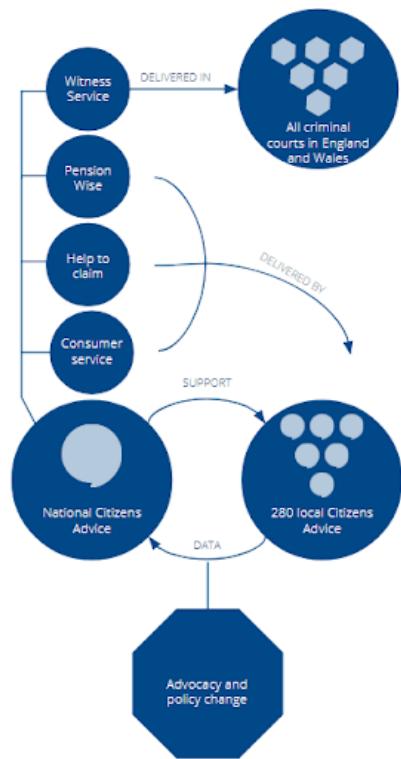
This role sits our network of independent charities, delivering services from

- 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.



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How Citizens Advice Oxfordshire works

How our service works

Core Service



- Adviceline
- Telephone call-backs
- Telephone appointments



- Web form
- Web chat
- Email



- Drop in
- In person appointments
- Home visits
- Casework

Other Services include

- Oxfordshire Advice Partnership** (Oxfordshire County Council)
- Oxfordshire Money Advice Service** (Oxfordshire County Council)
- Trussell Trust Financial Inclusion Service** (Trussell Trust)
- RAF Brize Norton Outreach** (Armed Forces Covenant Fund Trust)
- Macmillan Service**
- Other funded services and projects
- Help to Claim** for new Universal Credit Claims (DWP)
- Pension Wise** (DWP)
- Money & Pensions Service (MaPS)** Debt Advice

Identifying social
policy issues

Data collection
and analysis

Research and
Campaigns

- Contributing evidence to national research
- Identifying local issues and advocating for change

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.



Role profile

- Citizens Advice Oxford is recruiting for a position in the Major Trauma Unit at the JR Hospital in Oxford. This is a perfect opportunity for a focussed individual with great communication skills, and a passion for helping clients. You will help patients and their family navigate the new challenges facing them following a major trauma event.
- Regardless of a patient's background, after a major trauma people understandably struggle to cope with the impact their injuries can have on their financial, employment, relationship and other issues. For some people, the social and financial implications of trauma can be even more distressing and challenging for them than their physical injuries. Others struggle more with longer term issues. Either way, you will be at their 'bedside', ready to advise and support.
- You will support patients with one off advice and casework where necessary. You will be asked to advise on all our general areas of advice and particularly Benefits.
- Our ideal candidate will have completed all the Citizens Advice Adviser Training, and have previous experience in supporting clients with complex issues. The work is varied and you should have completed the generalist advice training to ensure you are able to give advice on any issue.
- This role is project-funded, so it is important that you are familiar with the project KPIs and are comfortable in preparing reports and working directly with the funder team. You will be supervised by the Citizens Advice Project Manager, who will give you feedback to support your learning and development. You will work from the JR Hospital in Headington, Oxford as part of a team and under an honorary NHS contract.
- **Reports to:** Project Manager

Generalist Caseworker

Major Trauma Unit



Person specification

Essential

1. Experience giving advice
2. Ability to communicate effectively, both orally and in writing
3. Ability to prioritise work, meet deadlines and targets, and manage workload in a busy environment
4. Ability to work in a medical setting, face to face, with clients who have suffered trauma
5. IT literacy, with knowledge of case recording
6. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service

Desirable

7. Citizens Advice Generalist Adviser Training and experience recording cases on Casebook
8. Experience delivering casework to vulnerable/stressed clients
9. A sound knowledge of the benefits system and disability benefits

In accordance with Citizens Advice national policy we will require the successful candidate to complete an enhanced DBS check. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and Conditions

Hours: 22.5 hours per week (0.6 FTE)

Contract: Fixed term contract until 6th July 2026.

NB This contract is highly likely to be renewed before the fixed term ends, at which point a change to a permanent contract will be offered to the person in post.

Location: John Radcliffe Hospital, Oxford OX3 9DU

Salary: FTE £25,848 - £27,437 depending on experience (full time is 37 hrs)
£15,718 - £16,684 actual salary for 22.5 hrs per week.

Expenses: Any additional travel above home to work can be claimed at £0.45 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 Training 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

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- 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

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