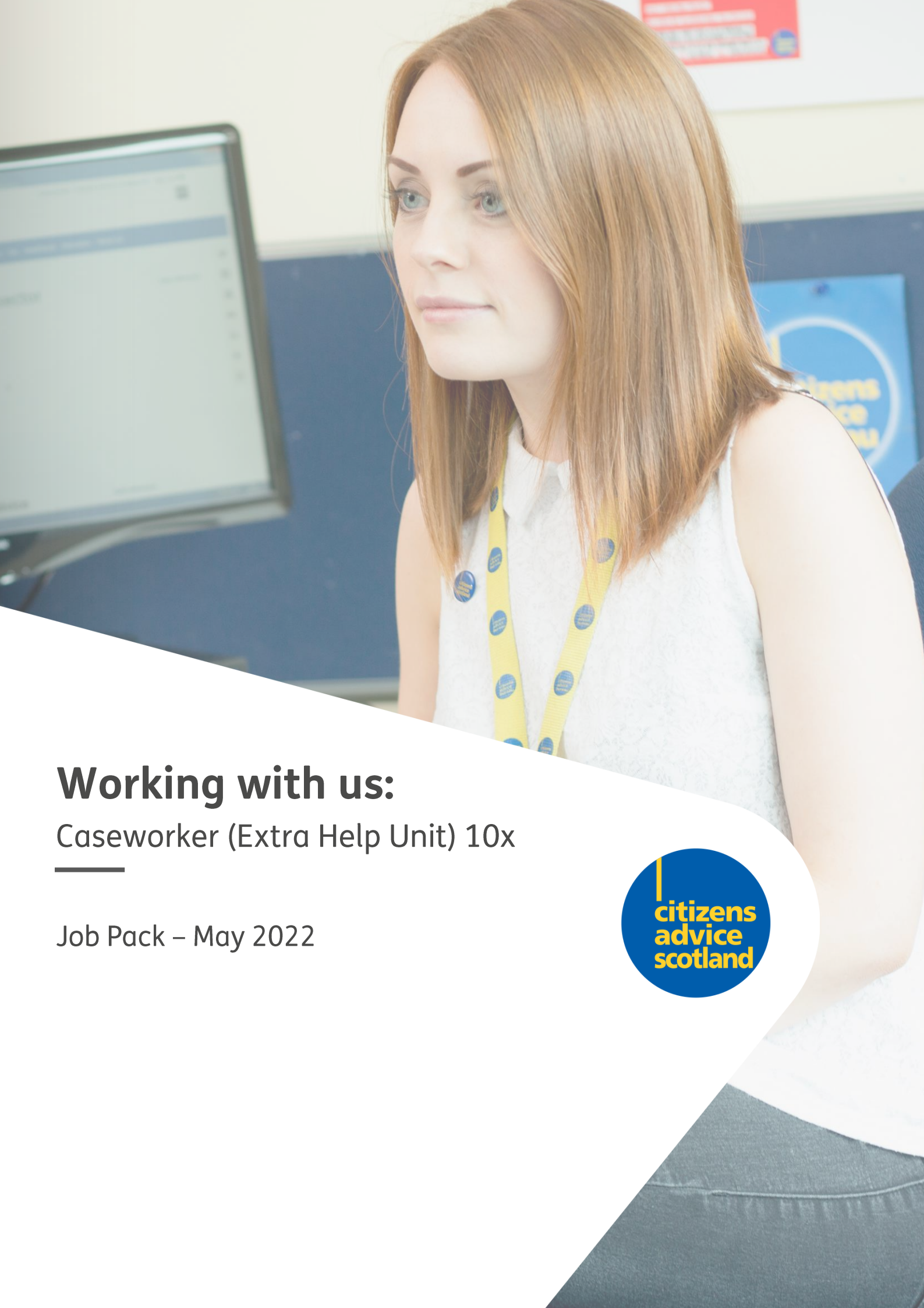

Working with us:

Caseworker (Extra Help Unit) 10x

Job Pack – May 2022

citizens advice scotland

Contents

A note from our CEO, Derek Mitchell	**3**
About Citizens Advice Scotland	**4**
About the role	**5**
About You	**6**
How to apply	**7**
Job description	**8**
Person specification	**10**
Employee benefits	**11**

A note from our CEO, Derek Mitchell

"Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it's that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It's a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team."

Derek Mitchell, CEO
Citizens Advice Scotland

About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

About the role

> **Job title:** Caseworker (Extra Help Unit)
> **Location:** Glasgow with options for blended working*
> **Hours per week:** 35 hours per week
> **Type of contract:** Fixed term contract for 14 months
> **Appointable salary range:** £25,338 per annum

> **Full salary range:** £25,338 - £30,969 per annum

> **Closing date:** 29 May 2022
> **Interviews:** w/c 13 June 2022

About the job

The Extra Help Unit (EHU) provides support to vulnerable domestic consumers and micro-businesses across Great Britain with their energy complaints. As defined in the CEAR Act 2007, the EHU has statutory duties to deal with cases where the consumer's energy supply has been disconnected or is at risk of imminent disconnection. The Unit also has statutory powers to support vulnerable consumers. A person may be deemed to be vulnerable due to their personal circumstances, the complexity or urgency of their complaint. The EHU is a referral only service with agreed referral partners including Citizens Advice Consumer Service, Ofgem and Ombudsman Services: Energy.

As a Caseworker you will carry out an important role by investigating and resolving energy complaints on behalf of vulnerable consumers. You will ensure that the consumer's personal circumstances and any detriment caused by supplier failures are fully considered when negotiating an outcome.

You will be responsible for managing your own caseload and ensuring that urgent and more sensitive cases are prioritised, for example, where a consumer has no funds to top up their prepayment meter. Equally, you will be expected to support your colleagues by helping progress casework and deal with related calls in their absence or when they are struggling.

You will liaise with consumers and suppliers on a daily basis using email, telephone and written correspondence. You will deal with a range of callers who are often upset, angry or stressed about their situation. Callers may also be experiencing financial difficulties, or have mental or physical health conditions. You are expected to support consumers in a respectful, inclusive and non-judgemental manner.

The energy market is very volatile and constantly changing and you will be expected to keep up to date with changes to licence conditions and industry policies as well as highlighting trends causing detriment to vulnerable consumers.

The Caseworker role is both challenging and rewarding, with the majority of complaints and circumstances being complex in nature.

About You

You will be passionate about supporting and representing consumers who find themselves in a vulnerable situation and need someone to advocate on their behalf.

You will be patient and empathetic with a caring nature but equally someone who possesses strong emotional resilience. You will be able to work in a busy and pressurised environment with varying workloads and to multi-task. You will possess excellent negotiation and influencing skills in order to achieve the best outcome for consumers. You will be an excellent communicator and natural at building a rapport with consumers and suppliers. You will have the ability to remain calm during stressful and challenging situations.

This is a busy role so ideal for someone who enjoys a fast-paced environment where they can make a real difference.

*This role is based in our Glasgow office. Options for hybrid working are available. Since the beginning of the COVID-19 crisis the majority of CAS staff have been working from home, but we have now started a transition back to the office and expect all staff to be attending the office in some capacity from the end of May 2022. CAS have introduced a blended working policy to allow our employees to balance their time attending the office with time working from home, and the number of days you will be expected to attend the office each week can be discussed as part of the recruitment process. Candidates should be prepared to attend the office on their first day for an induction, and to attend the office thereafter as required.

Employee benefits

Citizens Advice Scotland offers excellent terms and conditions, including a total of 40 days leave (including public holidays) and a pension scheme with an 8% employer contribution. We have a flexitime scheme which enables our employees to work flexibly in line with organisational requirements, and as an inclusive employer we are happy to consider other flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please see the section on employee benefits below.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk

Job description

- **Position:** Caseworker
- **Responsible to:** Team Manager
- **Line manager responsibility:** No
- **Budget responsibility:** No

Key responsibilities

- Investigate urgent and complex energy complaints on behalf of vulnerable consumers and negotiate with energy suppliers until case is fully resolved or deadlock reached.
- Deliver a friendly, professional and inclusive service via telephone, email and in writing.
- Effectively manage a caseload and meet Key Performance Indicators.
- Advocate on behalf of consumers, ensuring appropriate payment methods, sustainable payment plans and positive outcomes are achieved that consider ability to pay and personal circumstances.
- Record and update all activity on a case management system, ensuring the accurate categorisation of cases and data fields to enable continuity of casework and statistical monitoring.
- Comply with processes defined within Extra Help Unit complaint handling procedures, GDPR requirements and quality monitoring programme.
- Build positive relationships with energy suppliers to maximise scope for successful negotiations.
- Apply knowledge of energy industry regulations, licence conditions and policies to ensure customer service and compliance failures are challenged.
- Highlight trends in supplier performance and across industry to the Advice and Stakeholder Team.
- Direct consumers who need debt counselling or other specialist advice to local citizens advice bureaux and other agencies.

Accountability and Decision Making

- You will be expected to act immediately where a consumer is at risk of self disconnection or being disconnected following Extra Help Unit guidelines, given the high risk to health and well-being and reputational risk to Citizens Advice Scotland.
- You will be expected to manage your own caseload effectively, but additionally answer queries and provide support to consumers on behalf of other caseworkers across the team during periods of absence.

- You will consult with your line manager in a range of circumstances, for example where you cannot obtain a suitable outcome, where a consumer is making a complaint about the service received or if there are safeguarding concerns raised.
- You are expected to seek support from the Stakeholder Liaison Officers and Team where a case is particularly complex.

Problem solving and Complexity

- Cases can often be difficult and complex due to the consumers circumstances and the nature of the complaint e.g. back-billing, and you will be expected to challenge the information provided using knowledge of legislation, licence conditions, codes of practice, company policy etc.
- Problem solving skills will be required to look at a full range of solutions to help resolve a complaint dependent on consumer needs and the supplier involved.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- Experience of working with vulnerable individuals and providing emotional support to people in distress
- Strong customer service skills
- Excellent verbal and written communication skills
- Excellent organisational skills
- Ability to communicate complex issues in a clear and accessible manner
- Ability to problem solve and quickly understand issues and what is required to achieve the desired outcome
- Ability to work under pressure and respond to varying workloads
- Experience in written complaint handling
- Ability to maintain databases and processes to ensure effective systems of monitoring advice and outcomes
- Ability to operate as a team player and communicate effectively with colleagues and managers

Desirable

- Experience working in or knowledge of the energy industry

Employee benefits

Our people make Citizens Advice Scotland a great place to work and we offer a wide range of benefits to value their contributions. To get an idea of what benefits you receive when working with us, we have listed a few examples below.

Work-life balance

- **Flexible working and flexitime:** get the flexibility as to how and when you work to suit both your and the organisation's needs.
- **Generous annual leave:** spend time away from the office to relax and unwind with a total of 40 days leave per year.

Health and wellbeing

- **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.

Financial benefits

- **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- **Capital Credit Union:** access ethical financial services with a credit union membership.

Other benefits

- **Season ticket loan:** take out an interest-free season ticket loan to save on travelling to and from work
- **Salary sacrifice schemes:** in addition to Cycle2Work and Childcare Vouchers, sign up to a scheme to purchase everyday technology.
- **Recognition scheme:** thank and reward your colleagues who have gone the extra mile or delivered a great piece of work.

When joining Citizens Advice Scotland you have access to many other great benefits, all aiming to support the organisation's biggest asset – our people.

www.cas.org.uk

@CitAdviceScot

CitizensAdviceScotland

The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)