**Central Borders Citizens Advice Bureau**

**Job Description**

Name of Employer: Central Borders Citizens Advice Bureau

Job Title: Advice Caseworker

Responsible to: Bureau Manager

**About the role**

The post of Advice Caseworker is a key post within the Bureau. We believe strongly in making a difference for our clients. Our aim is to ensure that no one suffers through lack of knowledge of their rights and entitlements and that equally, through social policy action, we strive to make long lasting changes for everyone.

The post holder will contribute to this work through providing money, financial capability and welfare rights information and case work.

**Key responsibilities**

* Casework– Assisting clients with benefit claims, reviews/mandatory reconsiderations/redeterminations, housing advice, and a variety of advice topics
* Delivery of money and financial capability case work
* Communicating complex information and proposals effectively to clients and others
* Maintain clients’ involvement in decision-making at all stages of their cases
* Negotiate on behalf of clients and liaise with local authorities, other statutory and voluntary organisations
* Deliver outreach advice sessions as required
* Provide support, training and guidance on complex cases to CAB staff and volunteers.
* Keep comprehensive records of casework which meet audit requirements
* Keep all records confidential, safe and accessible for future retrieval
* Extract and compile information for social policy and other reporting purposes.
* Provide regular reports to the Manager
* Undertake any other reasonable duties as requested by the Bureau Manager

**Self-Management**

* Take responsibility for personal safety in and out of the office in accordance with the organisation's health and safety procedures.
* Provide written reports on project progress and for other publications.

**Team work**

* Work alongside volunteers identifying crisis/ prioritising workloads to manage client demand
* Share relevant information and give support and encouragement to colleagues
* Participate in team meetings and Annual General Meeting
* Assist in the development of the organisation by participating in development days, groups etc. when required

**Professional Development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training
* Attend relevant internal and external meetings and training as agreed with the Bureau Manager
* Attend training courses and seminars as appropriate

**Promoting the service**

* Present a positive image of the Bureau at all times
* Establish effective working relations and networking with other organisations and stakeholders ensuring a collaborative approach in service delivery
* Assist in raising awareness of the service

The above job description is not exhaustive but includes the broad duties inherent in the post as reasonably requested by the Bureau Manager.

**Person specification**

**Knowledge, skills and experience**

**Experience**

* Experience (paid or unpaid) in money, benefits, housing and financial capability advice work. Knowledge and experience in other general advice topics.

**Skills, abilities and personal style**

* Enthusiasm and a can-do attitude
* Ability to work with clients in a sensitive and professional manner
* Effective written and oral communication skills including the ability to negotiate
* An ability to prioritise work, meet deadlines and manage a complex caseload

**Knowledge and understanding**

* Understanding of and commitment to the aims and principles of the citizens advice service and its equality and diversity policies
* Understanding of the needs of the communities we serve
* Awareness of the wider issues which can affect our clients

Our ideal candidate would also have a current full driving license and use of own car.