



London Citizens Advice Advising London Project

JOB TITLE:	Specialist Welfare Benefits Caseworker
SALARY:	£34,000 - £35,000
HOURS:	Full time 35 hours per week. Applications for flexible and/or reduced working hours can be considered.
CONTRACT TYPE:	Fixed Term 1 Year with possibility of extension
RESPONSIBLE TO:	Head of Advice Service, Citizens Advice Bromley
LOCATION:	Remote, London Borough of Bromley + Outreach
CLOSING DATE:	5pm Friday 15 th November 2024
INTERVIEW DATE:	Thursday 28 th November 2024

BACKGROUND

Citizens Advice Bromley, part of the national Citizens Advice network, is a thriving local advice organisation that provides information, advice and casework support to 15,000 local people per year. We are participating in a GLA funded project with the London Citizens Advice network to deliver crisis prevention support.

Project Background – Crisis Prevention and Specialist Advice posts

The Advising London Project is a new partnership between the GLA, London Citizens Advice network, and the London Legal Support Trust (LLST), in response to the cost of living crisis. This project works in partnership with the community sector to support Londoners who are facing hardship and crisis, and to build capacity through development of Advice First Aid and community partnerships. New crisis prevention adviser roles in the London Citizens Advice network will work closely with Faith and Community groups, including with outreach delivery of face-to-face information advice and support, identifying needs and onwards where needed. Where a specialist advice response is required, the Specialist Welfare Benefits Caseworker will take referrals.

Role purpose/objectives

1. To provide a high-quality advice and casework service at specialist level to clients who are referred by crisis prevention advisers, or other referral pathways.
2. To support the London Citizens Advice network in the delivery the Advising London Project
3. To contribute to monitoring project progress, identifying issues and action that can contribute to policy and campaigns work and awareness raising

Key Tasks Areas

Advice and casework

- Deliver specialist welfare benefits and debt advice or casework for clients referred by crisis prevention advisers, or other referral pathways.
- Advise clients and assist where necessary on calculating, drafting or writing letters, negotiating with creditors, third parties and/or exercising formal appeal rights, as appropriate
- Undertake specialist Welfare Benefits casework, preparing submissions and representing clients at First Tier Tribunals and Upper Tribunals.
- Provide second tier and supervisory support for frontline Crisis Prevention Advisers

Project Work, Research and Campaigns

- Monitor casework, contributing to research and campaign projects locally, and across the London Citizens Advice network
- Work in collaboration with Crisis Prevention Project and community partners, supporting the development of the project in London.
- Gather information to support the monitoring and evaluation the service, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes.
- Gather and provide as necessary information about clients' circumstances, case studies and statistical information on the number of clients and nature of cases where is an issue.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to the role and service needs.
- A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas

Administration

- Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and documentation production. Ensure IT information assurance training is complete.
- Ensure that all work conforms to agreed systems and procedures
- Provide statistical information as requested for reporting purposes on the number of clients and nature of cases.

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 project.

Person Specification

	Essential/ Desirable
Ability to commit to and work within the aims, principles and policies of the Citizens Advice service and the vision of the Advising London Project	Essential
Comprehensive knowledge of welfare benefits and debt enquiry areas	Essential
Experience of at least 2 years as an adviser in specialist welfare benefits casework, and preferably other social welfare law	Desirable
Experience of completing detailed forms, Mandatory Reconsideration, Appeals and submissions in all areas of welfare benefits	Essential
Ability to manage caseload and assess merit in clients cases, identify and pursue solutions.	Essential
Understanding of the complex needs of clients from diverse communities and ability to empathise	Essential
Ability to prioritise own work, meet deadlines and manage caseload.	Essential
Effective oral communication skills with particular emphasis on advising clients and speaking to third parties	Essential
Ability to use IT in the provision of advice, in monitoring and the preparation of reports	Essential
Ability and willingness to work as part of a team.	Essential
Good interpersonal and communication skills, verbally and in writing.	Essential
Commitment to reflective performance and continuing professional development.	Essential
Understanding of the need to monitor the experience of clients, and the difference our services make	Essential