

Support Assistant / Caseworker

Job pack

Thanks for your interest in working at Citizens Advice Bournemouth Christchurch & Poole. 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:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice BCP
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Dan Stannard by emailing dan.stannard@citizensadvicebcp.org.uk

Closing date for applications: 9am on 13th March 2024

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 300 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.

How Citizens Advice Bournemouth Christchurch & Poole works

Every year thousands of people come to us for advice and help with solving their problems.

We're here for everyone and help with problems like managing debt or household bills and understanding rights at work or housing issues. We also provide specialist services in welfare, benefits and debt.

Our projects include Macmillan Cancer Support, Pension Wise, EU Settlement Scheme, Hate Crime, multiple specialist Benefits and Debt services.

We're an important part of this community, with 4 offices across Bournemouth, Christchurch and Poole, where people need us.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

Putting our client's needs at the heart of decision-making means we also work in partnership, making it easier for clients to access relevant services.

We're also part of the Citizens Advice service. This means we share knowledge and best practice so that people can expect a quality service.

Together we work to fix the underlying causes of people's problems using evidence gathered from across our network. Because of this, we save society money.

Last year we helped people with over 47,000 issues through face-to-face, telephone and webchat.

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.

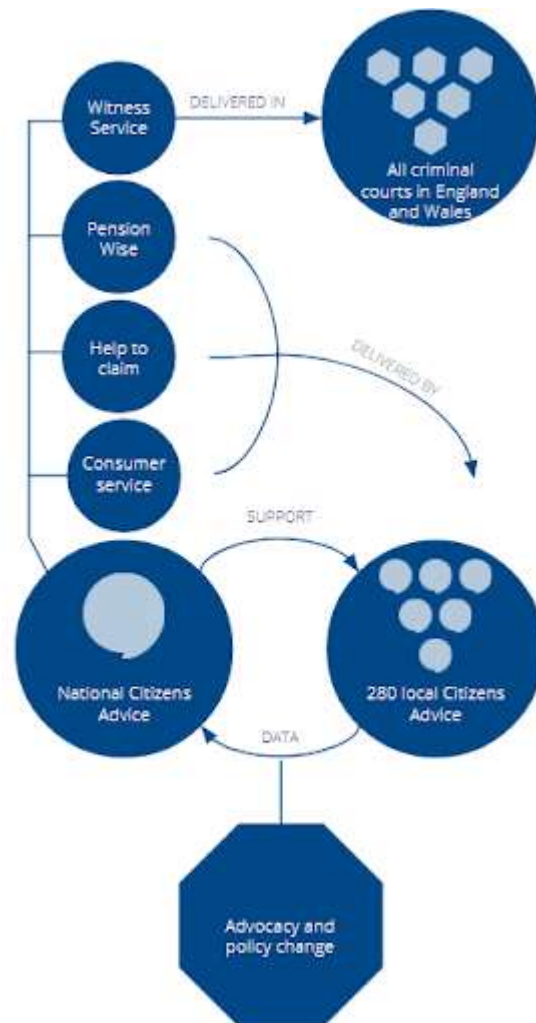
This role sits our network of independent charities, delivering services from

- 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.





The role

To provide administrative support to Citizens Advice Bournemouth Christchurch & Poole Macmillan Team and specialist welfare benefits advice (WBA) to patients (and their families and carers) under the care of the Macmillan Cancer Support.



Role profile

- To provide comprehensive administrative support to the Macmillan team to improve the efficiency and effective functioning of the project.
- To provide a comprehensive, holistic WBA service to clients, advise on and assist with claims for welfare benefits and other kinds of financial support including charitable grants, help with NHS costs and disability parking badge applications.
- To liaise with statutory and non-statutory bodies including DWP, HMRC, local authorities and medical professionals on behalf of clients to progress their claims. This is to include the management of complex casework.
- To engage in active signposting or referral of clients to appropriate agencies for help with debt, housing and other issues that fall outside the remit of this service.
- To maintain an up to date knowledge of the welfare benefit system including knowledge of benefit changes and planned welfare reform and the consequences of these in an advice context.
- Management of information and maintenance of accurate comprehensive and timely case recording in line with the requirements of CABCP and data protection.



Person specification

1. Knowledge of the welfare benefits system including Universal Credit and the welfare reform agenda.

2. Ability to implement administrative policies and procedures in a busy work environment.
3. Effective oral communication skills with an ability to work with a wide cross section of the public and medical professionals and statutory bodies.
4. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
5. An ability to independently manage and organise a varied and complex caseload, to prioritise work appropriately, and keep accurate and timely case records in accordance with service standards.
6. Recent experience of providing welfare benefits advice and casework (including disability and sickness benefits)
7. Good interpersonal skills with an ability to work sensitively with vulnerable customers in stressful situations and understanding of the issues faced by people affected by serious or long-term illness or disability.
8. Numerate to the level required in the tasks.
9. Ability to use IT in the provision of advice and the preparation of reports and submissions.
10. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
11. Ability, experience and willingness to work as part of a team.
12. Demonstrate understanding of social trends and their implications for clients and service provision.
13. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
14. Attend training and events provided by Macmillan Cancer Support.
15. Own car and driving licence, business car insurance for home visits.

The successful candidate will be required to be complete a DBS check. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Salary: £24,024.40

Hours: Part Time – 22.5 hours per week (*initially 1 year fixed term contract*)

Holidays: 15 days + Bank Holidays



What we give our staff

We offer ongoing training and support, generous annual leave, access to online health/wellbeing resources, an Employee Assistance Programme and employers pension contributions.