

JOB DESCRIPTION

TITLE:	ASK US WIRRAL CASEWORKER
REPORTING TO:	CASEWORK AND QUALITY LEAD
HOURS OF WORK:	21 hours
LOCATION:	ANY WIRRAL VENUE (as required)
SALARY:	£23,001 FTE Pro Rata Actual £13,800

MAIN PURPOSE:

To contribute to the delivery of the Ask Us Wirral service.

To provide an effective and efficient Casework service within the aims, policies and principles of Citizens Advice Wirral's service, to include negotiation and representation on behalf of clients, many of whom may be vulnerable, may have mental health needs and/or long term conditions.

- Provide casework covering the full range of social welfare advice, to include debt, welfare benefits, housing, relationship, employment advice, supporting clients with the presenting practical problem and any associated practical problems through thorough exploration of their situation.
- Deliver advice in a variety of mediums to include email, webchat, telephone and face to face using sensitive listening and questioning skills, in order to allow clients to explain their problem/s, discussing their problems, explore options and implications so that the client can make informed decisions.
- To provide a holistic service, offering the client onward referral to other sources of support such as Talking Therapies, Employment support etc that are not provided by the project service.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning, including representation.
- Use the electronic information system and relevant reference books to find, interpret and communicate the relevant information.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- Initiate effective referrals to specialist advisers and/or other qualitative service providers as appropriate.
- Ensure that appropriate qualitative systems are maintained for case recording, statistics, follow up work and quality controls, which meets Citizens Advice Wirral's and project requirements.
- Make home visits, where necessary and subject to resources.
- Ensure that all casework conforms to the organisation standards, systems and procedures, the AQS Quality Mark at the appropriate level and the contract commissioners requirements.

PERSON SPECIFICATION**Caseworker**

NOTE TO APPLICANTS - Whilst all criteria below are important, those under the essential heading are the key requirements. You should pay particular attention to these areas and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

ESSENTIAL CRITERIA	SKILLS, KNOWLEDGE, EXPERIENCE ETC.
1	Understanding of and commitment to the aims and principles of the Ask Us Wirral service and Citizens Advice Wirral and its equal opportunities policies.
2	Recent relevant knowledge and experience of advice work to include Welfare Rights, Housing, Debt, Employment, Consumer and Community Care to Citizens Advice RL4 standard or equivalent.
3	Effective oral and writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
4	Ability to prioritise own work, meet deadlines and targets and manage caseload.
5	Numeracy skills to the level required to understand statistics, calculate benefits and complete financial statements
6	Ability to use IT in the provision of advice and the preparation of reports and submissions.
7	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
8	Ability and willingness to work as part of a team , and have a flexible approach as and where required by client need. Flexibility to work out of hours as required by a Rota
9	Ability to monitor and maintain own standards.
10	Demonstrate an understanding of issues facing vulnerable clients, many with mild-moderate mental health problems
11	Understanding of the importance of research and campaigns and key current social issues, and their potential impact on clients

DESIRABLE CRITERIA	SKILLS, KNOWLEDGE, EXPERIENCE ETC.
12	Experience of working with volunteers
13	Experience of working in a confidential environment
14	Hold a full driving licence and have the use of a car for work
15	Recent relevant knowledge and experience of giving advice, to include debt/ welfare benefits/ housing/ employment to clients and effecting casework to Quality Mark standards and funders' requirements.
16	Experience of representing clients at hearings.

COMPLETED BY	DATE
JMorgan	May 2019