

Hampshire Macmillan Citizens Advice Service - Caseworker

Job description and person specification

Job description

Context of role: Funded post. Line managed by the Service Manager for Hampshire Macmillan Citizens Advice Service (HMCAS). Remotely supervised as part of a county wide team.

Role purpose: Provision of a county wide holistic welfare benefits, employment, housing, and general advice service for people affected by cancer, within the aims, policies and principles of the Citizens Advice service covering initial telephone contact, and quick and in-depth enquiries through outreach, home visits or email/phone.

Key work areas and tasks: To advise clients using the service by providing assisted information and in-depth advice enquiries, recording casework, publicity, contributing to research and campaigns and collecting feedback. Attend regular weekly hospital outreaches.

Casework:

- Provide casework covering the full range of subjects, but primarily in Welfare Benefits, Employment and Debt prevention, recording outcomes and other data, working within benchmarked guidelines.
- Provide a holistic advice service that takes into account the whole advice needs of the client and refer to other advisers or specialist agencies as appropriate.
- Receive calls from clients through the Virtual Call Centre working to a group work schedule covering the opening hours of the service.
- Make home/outreach visits as required using the electronic appointments system.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning, preparing and presenting cases to the appropriate statutory bodies, tribunals and courts as appropriate.
- Ensure that all casework and data handling conforms to the relevant standards and quality mark at the appropriate level and is GDPR compliant.
- Maintain timely case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation, to the standard required by HMCAS.
- Provide quarterly reports, case studies and client feedback, with input to the annual report.
- Support colleagues as one team across Hampshire
- Liaise, and work jointly, with local Macmillan Cancer Support representatives and other relevant statutory bodies as appropriate, and to promote the service.
- Actively seek opportunities to promote the service, giving talks and attending publicity events for the service and also in partnership with Macmillan.

- **Research and Campaign**

- Assist with research and campaign work by providing information about clients' circumstances and raising issues.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to Citizens Advice management and the Service Manager.
- Alert other staff to local and national issues

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to advice for people affected by cancer and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the Service Manager.
- Undertake relevant cancer awareness training.
- Assist with Service initiatives for the improvement of services.

Administration

- Review and make recommendations for improvements to the Service.
- Use IT and Casebook for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to Citizens Advice work and undertake appropriate training.
- Ensure that all work conforms to the HMCAS administrative and consistency policies and procedures.

Public relations

- Work with health professionals to assist them in identifying patient's needs.

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 service. This may include occasional coverage in other areas of Hampshire.
- Demonstrate commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Follow up any safe guarding concerns according to Citizens Advice policy.

Person specification – please **demonstrate** how you meet this specification on the application form with examples.

1. Excellent knowledge and experience of generalist casework. Ideally at least two year's recent experience of Welfare Benefit advice work. ESSENTIAL
2. Ability to advise pragmatically focusing on the medium and long term needs of the client. ESSENTIAL
3. Significant experience of dealing with the public queries through telephone and face to face interviews. ESSENTIAL
4. Effective oral communication skills with particular emphasis on negotiating and representing. ESSENTIAL
5. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports, and correspondence. ESSENTIAL
6. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures. ESSENTIAL
7. Understand the considerations and issues involved when interviewing clients. ESSENTIAL
8. Numerate to the level required in the tasks. ESSENTIAL
9. Ability to work with a flexible attitude, prioritise own work, meet deadlines, manage caseload and work mostly independently. ESSENTIAL
10. Able to work from home adhering to client confidentiality should the office become closed or unsuitable to work from for a period of time due to unforeseen circumstances.
11. Ability to travel to and work alone from various locations, outreaches and clients homes, including occasional alternative locations across Hampshire, and an ability to carry a laptop and leaflets/promotional material (own transport required). ESSENTIAL
12. Ability to use IT in the provision of advice and the preparation of reports and submissions. ESSENTIAL
13. Ability to promote the Service by attending forums, meetings and other events as required, including giving talks and information to an audience and supplying leaflet stocks. ESSENTIAL
14. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. ESSENTIAL
15. Good team player - ability and willingness to work as part of a team. ESSENTIAL
16. Experience of working remotely from team and supervisor. DESIRABLE
17. Some experience of representing clients at tribunals would be beneficial. DESIRABLE
18. Demonstrate understanding of social trends and their implications for clients and service provision. DESIRABLE
19. Understanding of and commitment to the aims and principles of the CA service and its equal opportunities policies. ESSENTIAL