



## **Citizens Advice Southampton is recruiting!**

### **Mental Health Project Caseworker**

**Hours: 22.5 hours per week**

**Salary: up to £27,000 FTE per annum, depending on experience (based on a full-time week of 37.5 hours)**

**Contract type: Fixed term currently funded to 31<sup>st</sup> March 2028. May be extended in line with funding.**

**Location: The role will be partly office based, but will also involve regular advice delivery within the mental health inpatient wards at Antelope House and Forest Lodge**

Southampton Citizens Advice Southampton is a vital, local charity providing free, independent, confidential and impartial advice to over 7,000 people in Southampton every year on any problems they might face. We are an equal opportunities employer and encourage applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

### **The Role**

This role is all about helping people on their journey to better mental health by tackling the practical issues that can get in the way—things like debt, housing, employment, and relationships. As our Mental Health Caseworker, you'll be based in a hospital setting, offering advice and support to people experiencing mental ill health. You'll be part of a wider network of projects across Hampshire, building on a successful pilot at Melbury Lodge in Winchester.

As our Mental Health Caseworker, your work will focus on:

- **Supporting inpatients at Antelope House and Forest Lodge**, by identifying and addressing a wide range of advice needs—both while they're in hospital and after they've been discharged.
- **Building strong relationships with hospital staff**, helping the project become a trusted and valued part of the support available.
- **Working closely with partner organisations** to make sure clients get the right help at the right time, and are connected to other sources of support when needed.
- **Shaping and improving the service model**—you'll help test and refine how we deliver this support, using feedback and learning to make it even more effective.
- **Ensuring no one falls through the cracks** by developing ways to continue supporting clients after they leave hospital.

This role is subject to an enhanced DBS check which will be applied for when the role is offered and accepted.

### **About You**

We're looking for someone who's passionate about making a difference, especially for people experiencing mental ill health. You don't need to have worked with Citizens Advice before; if you're new to advice delivery, we'll provide full training and support to help you thrive in the role.

You'll need to be a strong communicator with experience of supporting people with mental health conditions, and the empathy and motivation to provide expert advice to people experiencing mental ill health.

The successful applicant will be required to travel across the City, therefore appropriate transport (which may include active travel or public transport, by agreement) is a requirement for the role. Travel expenses will be reimbursed.

This role is an excellent opportunity for you to develop your skills and career – and make a difference at a time when our help has never been needed more.

Citizens Advice Southampton is a friendly and dedicated team of paid staff and volunteers. We value our team enormously, and paid staff can expect an environment in which they have opportunities to develop themselves whilst supporting others.

We offer a salary which is competitive in the charity sector, as well as a generous holiday allowance and other benefits including a NEST pension scheme, an outstanding Employee Assistance Programme including a GP helpline, and Life Assurance for paid staff.

### **How to Apply**

Visit our vacancies page on our website at  
<https://citizensadvice-southampton.org.uk/vacancies/>

Closing date for applications is 5pm Wednesday 27<sup>th</sup> August, with interviews expected to be held Tuesday 2<sup>nd</sup> September.