

# Welfare Benefits Caseworker

 **The Role**

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| Job Title: | Welfare Benefits Caseworker |
| Responsible to: | Welfare Benefits Supervisor |
| Place of work: | Hybrid – Remote and Office based |
| Salary:  Hours of work: | £26,952  35 hours per week |

**As well as a competitive salary CAL also provides access to:**

* Generous annual leave of 27 days plus bank holidays (with an additional day per year after 4 years' service up to a maximum of 32 days plus bank holidays)
* Hybrid Working Scheme
* Interest-free travel loans
* Employee Assistance Programme
* Pension Scheme
* Cycle to Work Scheme
* Lifestyles Gym Membership (20% corporate discount)
* Enhanced maternity, paternity, and adoption leave pay
* Free VDU eye care test
* Professional and advice sector recognised training

## Role profile

Citizens Advice Liverpool in partnership with Citizens Advice St Helens and Citizens Advice Warrington are delivering a Welfare Benefits, Debt and Budgeting Advisory Service to Torus Housing tenants.

The Welfare Benefits Caseworker is responsible for delivering a comprehensive Welfare Benefits Advisory Service to individuals and families in need. The caseworker will provide support and guidance to clients in understanding and accessing welfare benefits, ensuring they receive the appropriate financial assistance and support, including support with welfare benefits mandatory considerations, and appeals. The role requires a thorough understanding of welfare benefits regulations and policies, excellent communication and advocacy skills, and a strong commitment to improving the well-being of individuals and communities.

**We offer comprehensive training so if you don’t meet all the person specification but have some advice work experience and knowledge of the benefits system, we still encourage you to apply.**

# Job Description

## Key duties and responsibilities

* Provide welfare benefits advice in person and via digital channels
* Provide outreach advice in Torus Foundation, Citizens Advice buildings and home visits
* Provide advice and case updates to Torus Foundation staff members via a staff helpline
* Attend Torus Foundation and community events as appropriate
* Research and explore options and implications so that clients can make informed decisions using Citizens Advice resources
* Act for the client where necessary using appropriate communication skills and channels.
* Complete benefits checks when appropriate and deal with benefit advice issues covering welfare benefits applications including initial claims and complete any relevant assessment forms, challenging decisions including mandatory reconsiderations, appeals up to and including representation at tribunal hearings and complaints and queries
* Assist with relevant general advice queries, referring internally or to other specialist agencies as appropriate.
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Ensure that all work meets quality standards and the requirements of the funder
* Meet individual performance targets and engage positively in discussions with line manage to maintain required levels.
* Keep up to date with legislation, policies and procedures and undertake appropriate training
* Support our research and campaigns work through various channels including case studies, data collection and client consent
* To work as part of the Torus Foundation project team and contribute to

effective service provision.

## General

* Attend relevant internal and external meetings as agreed with the line manager
* Keep up to date with Citizens Advice Aims, policies and procedures and ensure these are followed.
* Ensure that work reflects and supports the Citizens Advice service's equality, diversity and inclusion strategy.
* Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
* Identify own learning and development needs and take steps to address these with your Line Manager, including engaging in team meetings and supervision sessions.
* Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

**We understand that not everyone fits neatly into predefined boxes, and we encourage anyone who may not meet every aspect of the person specification to still consider applying for the job if you think you would be a good fit for the role.**

# Person specification

1. Knowledge and experience of the benefits systems, including minimum of 12 months experience of carrying out welfare benefits advice
2. Basic knowledge of multiple general enquiry areas to aid with identifying emergencies and making referrals where appropriate
3. Experience of providing multi-channel advice
4. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them
5. Ability to interpret complex information and convey it in a way that is understandable to clients.
6. Good ICT knowledge with an ability to support clients with their online claim application
7. Ability to develop and maintain positive working relationships with a range of partnership organisations to support Torus Foundation tenants.
8. Assist with research and campaigns works by providing information about clients’ circumstances
9. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
10. Ability to meet high targets and excel against objectives.
11. Ability and willingness to work both on own initiative and as part of a team.

 **How to Apply**

Applications should consist of:

* Diversity and Monitoring form completed online [here](https://forms.office.com/Pages/ResponsePage.aspx?id=HvhVKSvKrkSATX3qZSx5ctWmJpY_-B5CnokgZNhz7apUNEQ5WFFZTkxHWU5KS0lMMkRQVE5GQUNTUiQlQCN0PWcu) - this form does not form part of your application but must be completed
* Completed application form

## Completed applications should be emailed to recruitment@caliverpool.org.uk

Please note that interviews may take place over Microsoft Teams. Queries regarding the job description or the role overall should be sent to recruitment@caliverpool.org.uk

 **Application Guidance**

## Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Liverpool does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

## Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

## References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.

References will only be taken up for successful candidates following interview.

## Criminal Convictions

Anyone who applies to work within Citizens Advice Liverpool will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for Citizens Advice Liverpool – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis. Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.