**JOB TITLE:** **Caseworker**

SALARY: £30,000 - £32,000 per annum pro rata + 8.5% pension contribution

 (after satisfactory completion of your probation period). We are also open to hiring a candidate with less experience as trainee at £26,522.60.

HOURS: Full time 35 hours per week. Normal working hours 09.30 – 17.30 excluding lunch break. Applications for flexible and/or reduced working hours will be considered.

CONTRACT TYPE: Permanent (subject to funding)

RESPONSIBLE TO: Service Manager

RESPONSIBLE FOR: Volunteers

LOCATION: The postholder will have a normal place of work at our offices in Battersea Library or Roehampton and at several outreach locations at venues across Wandsworth. Some working from home is possible. The post-holder may be required to work anywhere in Wandsworth.

**BACKGROUND**

 Citizens Advice Wandsworth (CAW), part of the national Citizens Advice network, is a thriving advice organisation that provides information, advice and casework support to 13,000 local people per year. We’re proud of the number of residents we support and we acknowledge that we cannot meet local demand for advice. For this reason, we place equal value on preventative work; local advocacy, collaboration, capacity-building and partnership development. In addition to our core advice service, funded by Wandsworth Council, we have a growing range of projects, funded from sources including trusts and foundations, central government and the local Clinical Commissioning Group. These projects enable us to target our advice service to different groups of the local population, targeting those who need it most.

**Project Background Role 1 – Foodbank Adviser**

The Foodbank Advice Project is one of our most well-established partnerships. Citizens Advice Wandsworth and [Wandsworth Foodbank](https://wandsworth.foodbank.org.uk/about/about-our-foodbank/) have implemented a successful project to provide advice and casework support to Foodbank guests for over seven years. This impactful project tackles underlying causes of poverty and food insecurity by providing advice, casework and budgeting support for Foodbank users aiming to reduce their need for Foodbank support. The successful applicant will become part of a well-established team of four paid advisers working alongside both CAW and Foodbank team volunteers.

**ROLE PURPOSE**

* To provide high quality information, signposting, advice, casework and budgeting support for clients referred by Wandsworth Foodbank
* To support Wandsworth Foodbank volunteers at Foodbank sessions to enable them to provide appropriate information and triage assessment.
* To contribute to monitoring project progress, produce project reports and liaise with the funder and evaluator.
* To identify and take action on policy, research and campaign issues arising from the Foodbank Advice Project in particular.

**Project Background Role 2 – Crisis Adviser**

The Caseworker (Crisis Project) will work on our [Hardship Crisis](http://www.cawandsworth.org/crisis) project. This project works in partnership with [Wandsworth Community Empowerment Network](https://www.wcen.co.uk/) to build capacity in faith and community groups, including foodbanks, in [Advice First Aid](https://cawandsworth.org/our-projects/crisis/advicefirstaid/) and support Wandsworth residents who are facing hardship and crisis referred by partner organisations across the borough with advice and casework support.

**Role purpose**

1. To provide a high-quality information, signposting, advice and casework service to clients who are referred to us by Hardship Crisis Network community and voluntary sector partners.
2. Contribute to the capacity building of partners in Advice First Aid through delivering training, awareness raising and outreach sessions with WCEN and community partners, and proactively sharing knowledge and experience.
3. Contribute to the development of the Hardship Crisis Network by contributing to network events and conferences

**Key Tasks Areas (for both)**

**Advice and casework**

* Provide a generalist advice and casework service (with particular focus on welfare benefits and budgeting support)
* Ensure that all work conforms to the Citizens Advice Quality Standard.
* Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Be part of Citizens Advice Wandsworth (CAW) team and provide advice cover and support to colleagues when necessary.
* Ensure that all work conforms to the organisations systems and procedures.

**Project Work**

* Work in close collaboration with community partners to develop and implement the Foodbank project plan.
* Gather information to monitor and evaluate the service, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes.
* Produce reports and monitoring information about the service for the funder/commissioner and management.

**Research & Campaigns**

* Have responsibility for tracking and reporting on research and campaign issues. Assist with research and campaigns work by providing information about clients' circumstances.
* Gather and provide as necessary information about clients' circumstances, case studies and statistical information on the number of clients and nature of cases where is an issue.
* Monitor service provision to ensure that it reaches the widest possible client group.

**Administration**

* Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and documentation production. Ensure IT information assurance training is completed on an annual basis.
* Ensure that all work conforms to agreed systems and procedures
* Provide statistical information as requested for reporting purposes on the number of clients and nature of cases.

**Professional development**

* Keep up to date with legislation, case law, policies and procedures and undertake appropriate training.

**Other duties and responsibilities**

* Provide supervision cover for advice sessions if required
* Contribute to other projects if required
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Be alert to funding opportunities and contribute to funding bids and proposals.
* Demonstrate commitment to the aims and policies of the Citizens Advice service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person Specification**

**Essential**

1. Ability to commit to and work within, [the aims, principles and policies of the Citizens Advice service](https://www.citizensadvice.org.uk/about-us/) and [the vision of Citizens Advice Wandsworth](https://cawandsworth.org/about-us/).
2. Understanding of what a high-quality advice service that makes a difference to outcomes for clients looks and feels like.
3. Experience of providing a generalist advice service.
4. Knowledge, experience of, and demonstrable ability to provide good quality advice and casework.
5. Understanding of the complex needs of our clients (including people who use a Foodbank) and ability to empathise
6. Ability to prioritise own work, meet deadlines and manage caseload.
7. Proven ability to build and maintain relationships with clients, volunteers, staff and referral partners.
8. Ability to use IT in the provision of advice and the preparation of reports and submissions.
9. Ability and willingness to work as part of a team.
10. Good interpersonal and communication skills, verbally and in writing.
11. Commitment to reflective performance and continuing professional development.
12. Ability to manage a project and produce data and reports for the funder and other stakeholders
13. Understanding of the need to monitor the experience of clients, and the difference our services make, in order to secure funding and deliver effective policy, research and campaign activities.

**Desirable**

1. Experience of volunteer training and support.
2. Experience of project management, monitoring and reporting to a funder.