

Job Title:	Caseworker/ Supervisor (DASCAS)
Salary:	£29,310.93 - £32,567.71 depending on experience + 8.5% pension contribution after successful completion of probation period
Hours:	28 hours per week but open to part-time and flexible working
Responsible to:	Service Manager (Roehampton)
Responsible for:	Volunteers
Location:	Our office in Battersea Library or Roehampton, with home working possible following induction and initial training

About us

We're a thriving advice organisation that is part of the national Citizens Advice network. We provide information, advice and casework support to around 10,000 people a year. Our services are delivered by a team of around 40 paid staff and 60 volunteers and in our last annual survey 98% of our team recommended us as a good place to work. We have a typical annual turnover of £1.6m and in addition to our core advice service, funded by Wandsworth Council, we have a range of projects funded by trusts, foundations, and our local Integrated Care System.

While we're proud of our services and the number of residents we support we recognise that we can't meet local demand for advice. Because of this we place equal value on preventative work, local advocacy, collaboration, capacity building and partnership development.

About the project

Our Disability and Social Care Advice Service team (DASCAS) provide independent advice about welfare benefits for disabled people and their carers. DASCAS is a longstanding feature of Wandsworth's voluntary sector, initially operating as an independent organisation before merging with us, and is funded by Wandsworth Council.

The team is made up of paid staff and a small group of experienced volunteers who work closely together and specialise in helping people with applications for disability benefits. DASCAS is a casework service, often seeing a claim through from completing the application form to a successful tribunal appeal, and helps residents through a variety of channels including phone appointments, office

appointments and home visits. The majority of referrals into DASCAS come from the Adult Social Care teams at Wandsworth Council but many of the residents helped are returning clients who have relied on the service for a number of years.

DASCAS is one of our most impactful services, it generates an excess of £1.25 million in financial gains for our most vulnerable residents and because it offers home visits it allows us to reach people who might be excluded from mainstream, office-based advice services.

About the role

There are four main elements to the role:

- Providing in-depth advice and casework support to clients, helping them to understand their benefit entitlement, complete disability benefit forms and progress through the assessment process (including challenging decisions). This will be across a mixture of channels, including home visits.
- Leading the volunteer team, supporting them day-to-day and providing feedback but also considering recruiting, training and development needs.
- Having oversight of the service, including its recording and reporting requirements, ensuring that incoming referrals are managed and that it's effectively delivered and developed.
- Using your knowledge of disability benefits to offer learning opportunities to our other teams, for instance presenting training sessions and short workshops about disability benefits and related issues.

This is a great opportunity for anyone who wants to develop into a management role in future as the majority of our Management Team are involved in frontline supervision and have an advice background.

Main duties and responsibilities

Advice and casework

- Provide specialist disability benefits advice and casework.
- Provide generalist advice covering the full range of subject areas defined by the Advice Quality Standard.
- Deliver advice appointments and home visits.
- Ensure that all casework conforms to the Citizens Advice quality standards.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and preparing reports.

- Work with our wider team and provide advice cover and support to colleagues when necessary.
- Ensure that all work conforms to our systems and procedures.
- Support the service manager by supervising and offering case feedback to other team members.

Service supervision and development

- Establish a relationship with social services and other project partners in order to promote the service, as well as maintain and develop trust in it.
- Lead the services volunteers, supporting them day-to-day and providing feedback but also considering recruiting, training and development needs.
- Have oversight of the service, including its recording and reporting requirements, and ensure that incoming referrals are managed effectively.
- Provide training and information sessions to staff and volunteers about disability benefits issues in order to increase the capacity of our services overall.
- Promote the service, and Citizens Advice Wandsworth generally, to key stakeholders, including by attending and presenting at relevant meetings and forums.

Administration

- Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and document 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.

Learning and development

- Keep up to date with legislation, policies and procedures and undertake appropriate training for gateway assessment.
- Identify own training needs and pursue appropriate professional development with the support of line manager.

Other duties and responsibilities

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.

- Contribute to us being a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff and volunteers can do their best.
- Assisting with our research and campaigns work by identifying policy issues and raising these with the R&C team.
- Abide by our health and safety policy and share responsibility for own safety and that of colleagues.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Person specification

Essential		Measured in
1.	Understanding of and commitment to the aims of the Citizens Advice service .	Application Interview
2.	Understanding of the issues that people approach us about and what a good quality service looks and feels like for clients.	Application Interview
3.	Extensive experience of giving advice, a high level of technical and specialist advice knowledge and the ability to provide good quality advice and casework with minimal supervision.	Application Interview Interview task
4.	Ability to provide supervision and case support to paid staff and volunteers, including giving constructive and objective feedback.	Application Interview
5.	Strong interpersonal and communication skills (verbal and written).	Application Interview
6.	Understanding of Equity, Diversity and Inclusion, including the impact of discrimination and disadvantage on our clients, as well as a commitment to investing in increasing your own awareness of EDI issues so you can contribute to making our organisation as equitable and inclusive as possible.	Application Interview
7.	Ability to receive feedback and a commitment to reflective performance.	Application Interview

Desirable		Measured in
8.	A Citizens Advice advisor certificate and experience working as a disability benefits adviser or caseworker within our network.	Application
9.	Experience of delivering home visits as part of an advice service.	Application
10.	Knowledge of Wandsworth, including local services, communities and geography.	Application
11.	Experience of using advice services.	Application
12.	Experience of delivering training.	Application
The postholder will need a satisfactory and recent basic DBS.		