

**Caseworker (Patient Welfare Advice Project)**

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| **Salary** | Starting salary £31,127 - £34,586 p.a pro rata depending on experience + 8.5% pension contribution after successful completion of probation period |
| **Hours** | Part time – 21 hours per week. Normal working hours 9.30am to 5.30pm. Open to part-time, job-share and flexible working |
| **Responsible to** | Service Manager |
| **Responsible for** | n/a |
| **Location** | Our offices in Battersea Library or Roehampton and outreach locations including hospital settings. 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 95% of our team recommended us as a good place to work or volunteer. 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 the number of residents we support, we know that we can’t meet demand for advice and that marginalised communities don’t always come to established organisations for support. Because of this, we place equal value on improving reach and access through creative collaboration with equity-led organisations, partnership development and capacity building.

**The Project**

The Patient Welfare Advice Service provides GPs and other practice staff, including Social Prescribers with the means to ‘prescribe’ patients to a Patient Advice and Welfare intervention.  You will be part of team of advisers each covering one of the Wandsworth localities of Battersea, Wandle and West Wandsworth, reporting to the Project Manager. Your clients will be referred in via their GP practice. You will provide generalist holistic advice with a particular focus on benefits and housing. You will provide casework support where appropriate.

**The Role**

Our caseworker roles involve helping people to navigate complex problems and find practical solutions. You will have good technical advice knowledge and be used to delivering advice with a moderate level of supervision. You will be responsible for maintaining good relationships with project partners.

Through the Patient Welfare Advice Service, as one of the team’s advisers you’ll receive referrals from GP practices in your locality and will be responsible for addressing client’s advice needs. For example, you will help clients to complete benefit application forms, apply for grants on their behalf, help them access other sources of support, and provide casework support.

**Main duties and responsibilities**

**Advice**

* Provide generalist advice by email, phone and face-to-face, with particular focus on welfare benefits and financial support.
* Manage referrals coming into your project.
* Provide casework support where clients need ongoing help to resolve their issues.
* Ensure that your advice and casework meets the Citizens Advice quality standards.
* Maintain case records for the purpose of continuity of service, 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.

**Partnership management**

* Contribute to team meetings and engage with discussions about developing, promoting and improving your project over time.
* Contribute to developing and maintaining great relationships with key partners, such as council officers, social prescribers and funders.

**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 when needed.
* 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**

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| **Essential** |
| Experience: |
| * Of delivering a generalist advice service, 6 to 12 months minimum. * Of working, collaborating and building relationships with statutory, voluntary and community organisations. * Of working in an advice or community setting and the ability to empathise, and to deliver advice in a kind and compassionate way. |
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| Knowledge: |
| * Of the value of advice, and how rights-based information can make a difference to people and of the importance of providing good quality advice and casework. |
| * Of the impact of discrimination and disadvantage * Of social and policy trends and their implications for clients and service provision.   Skills and Ability:   * Ability to communicate, verbally and in writing * Ability to use IT in the provision of advice and in the preparation information to support report submissions * Commitment to reflective performance and continual professional development * Ability and willingness to work as part of a team * Ability to prioritise own work, meet deadlines and manage workload * Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service and the values of Citizens Advice Wandsworth, including a strong commitment to equity, diversity and inclusivity.   **Desirable**   * Knowledge and understanding of the Citizens Advice service, including aims and principles and how it works in practice * Knowledge and understanding of the links between social and health inequalities. |
| * Knowledge of welfare and legal advice services in Wandsworth. |