

# Caseworker (or Trainee)

## Job Pack

Thank you for your interest in working at the Citizens Advice service that supports residents across Manchester. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 4 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity

### Want to chat about the role?

If you want to have a chat about the role further, you can contact:

**Hayley Hughes** (email [hayley.hughes@citizensadvicemanchester.org.uk](mailto:hayley.hughes@citizensadvicemanchester.org.uk)) or  
**Jo Boswell** ([jo.boswell@citizensadvicemanchester.org.uk](mailto:jo.boswell@citizensadvicemanchester.org.uk))

**Applications should be sent to**  
**[hr@citizensadvicemanchester.org.uk](mailto:hr@citizensadvicemanchester.org.uk)**

## Our values



### Our Values



#### ***We're adaptable***

We recognise that our clients' needs are changing and that we need to change with them. We like to try new things and learn when things don't work. We are confident enough to constructively question ideas and adapt to changes.

#### ***We're respectful***

We foster relationships and respect our colleagues and clients and willingly share our knowledge and experiences to maximise the social impact of our work. We are honest in our views and value that everyone has something to offer.

#### ***We're responsible***

We recognise that everyone is entitled to basic needs and rights and work towards supporting those seeking help to achieve them. We remember we are a charity and work within our charitable objectives by being responsible in the way we use our resources and pursue new opportunities.

## 4 things you should know about us

### We're local

We have an Information Hub based in Manchester Town Hall as well as an extensive outreach service with sessions across the city. We also have a well developed service offered by telephone, email, webchat and facebook messenger. We offer direct support to over 29,000 clients per year with 101,000 issues. We helped achieve £4.2 million of financial gains for residents and prevented 984 people from becoming homeless.

### We're also national

We support the wider Citizens Advice network of 300 independent charities by providing telephone and digital advice to hundreds of thousands of people across England & Wales each year, through our Consumer Service and Money Advice Service Contact Centres.

### We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

## We're listened to - and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How the Citizens Advice network works

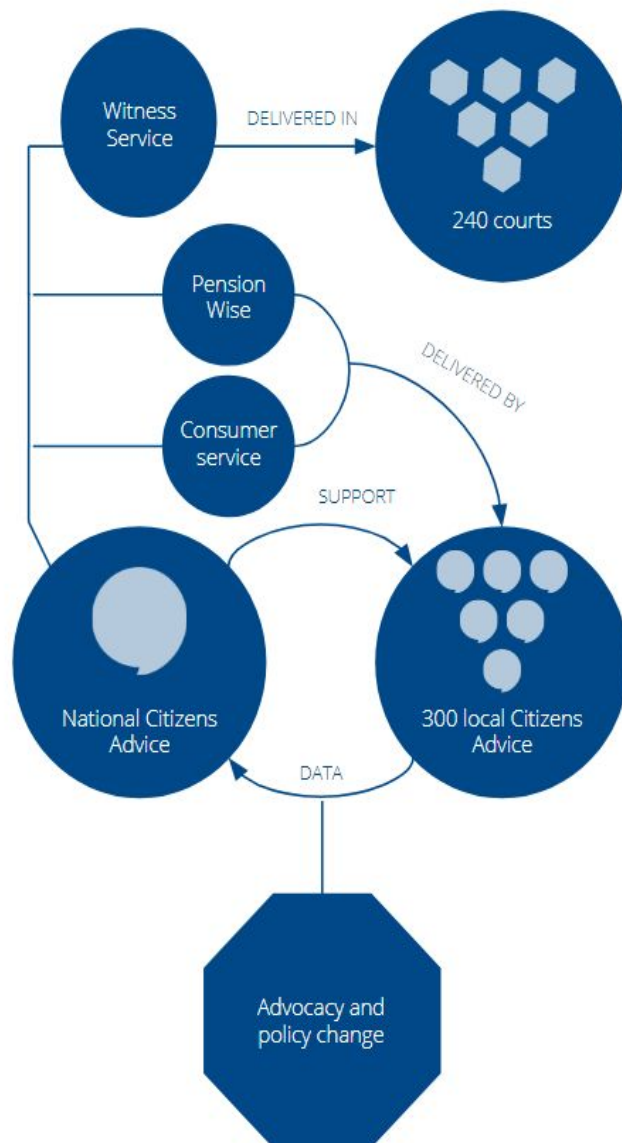
Citizens Advice Manchester is a member of the Citizens Advice service nationally which is made up of a network of around 300 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 800 national staff working in one of our 6 offices or as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3000 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 6,500 local staff over 23,000 trained volunteers

Our reach means 99% of people In England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



# The organisation and team

The role you're applying for is **Caseworker (or Trainee)** and is part of the **Energy Team**. The role is managed by **Jo Boswell the Energy Team Manager**.

Here are 4 ways you can find out more about us:

- Watch videos about the work we do: [Energy Team Money Saving Tips](#), [Big Energy Saving Week](#), [Find a way forward](#), [Your best advice](#), and [Advice in a changing world](#), [Energy Team Client Story](#)
- Watch a video about our volunteers [Volunteers at CAM](#)
- Take a look at our [website](#)
- Take a look at the [national Citizens Advice](#) website and the [Campaigning site](#)

## The application process

### Stage 1

You are required to submit a copy of your CV and a cover letter, this will be screened against the role description and person specification. **SEND THIS TO: [hr@citizensadvicemanchester.org.uk](mailto:hr@citizensadvicemanchester.org.uk)**

#### **Please ensure your CV includes the following information:**

- Your contact details (address, telephone number and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications including memberships

#### **Please ensure your covering letter includes the following information:**

- Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.
- At least one example of how your previous experience (paid work or volunteering) for each person specification requirement.

**Should this information not be included, your application for the role will not be taken forward**

### Stage 2

You will be invited to a face-to-face interview where you will be asked to complete a short test, presentation and a formal interview.

## The role

<b>Role</b>	Caseworker (or Trainee)
<b>Location</b>	Based in central Manchester with a requirement to work around the city
<b>Salary</b>	£20,868 – £23,632 dependent on experience
<b>Hours</b>	35 per week
<b>Reporting to</b>	Energy Team Manager
<b>Contract term</b>	Permanent in line with funding

We are looking to recruit a candidate who would be interested in developing their existing skills and gaining experience in project work. We will provide a full training and support package if necessary.

You will join a team of advisers within our award winning Energy Advice Team, the key provider of energy advice in the North West. This team aims to tackle fuel poverty in Manchester by providing a holistic service specifically targeted at the most vulnerable and financially excluded individuals and families.

Following initial training, the advisers will provide a flexible menu of services including money advice, income maximisation, welfare benefits and energy efficiency advice via a range of outreach venues/telephone and face to face advice.

You will also deliver energy awareness and budgeting sessions to community groups and frontline staff in partner organisations and represent our organisation in key campaigns such as Big Energy Saving Week.

Here is how we help our clients.

#### Steve's Story

One of the people helped by the Energy Team was Steve, a 63 year old single man living in a private rented flat referred by his nurse.

Steve has poor health, including Chronic Obstructive Pulmonary Disease. He heated his flat with one fan heater because his central heating did not work. He hadn't topped up his gas prepayment meter for 3 years ago due to a dispute with his supplier. Steve relied on an electric nebuliser and on one occasion, Steve self disconnected during the night and tried to go to the shop to top up his prepayment meter. However, he was unable to breathe properly so an ambulance was called.

Following our help, Steve successfully claimed the Warm Home Discount, worth £140 per year. Steve now has a gas supply after we persuaded his suppliers to change both prepayment meters to credit meters to avoid self-disconnection in future. His gas supplier agreed to write off the standing charge and debt on his prepayment meter too. He also has a new efficient cooker (funded from an application we wrote to a local trust) and a new boiler funded through the Energy Company Obligation programme.

As a result, Steve now saves £400 per year on his fuel bills while his flat is considerably warmer. Steve is now on both suppliers' Priority Services Registers. This means, for example, he has access to emergency electricity in the event of a power failure. After a benefits check, Steve receives the Personal Independence Premium and Employment Support Allowance severe disability premium, worth an extra £115 per week.

Since receiving this package of support Steve hasn't had one visit or stay in the local hospital. Before support, Steve visited or stayed on frequent occasions. Steve says he feels happier, warmer and more in control of his life

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

<b>Closing date</b>	10:00am on Monday 5 August 2019
<b>Interview date</b>	Monday 12 August 2019

# Role profile

Key accountabilities	Key elements & tasks
<b>Advice Work</b>  (NB: The Trainee post holder will be provided with appropriate supervision, support, mentoring and training to carry out the duties within this Job Description. A comprehensive training and development package will enable the post holder to achieve competence as a caseworker within 6-12 months.)	Provide generalist level advice as well as energy efficiency advice in a holistic approach that takes into account the whole advice needs of the client.
	Undertake and manage ongoing casework as appropriate to the project.
	Act for the client where necessary, drafting letters, budgets and financial statements and carrying out any calculations as appropriate.
	Ensure income maximisation through the take up of appropriate benefits.
	Deal with client's enquiries face to face by; appointment or drop-in session, at outreaches, by telephone, home visit or by other electronic methods.
	Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
<b>Project Activities</b>	To submit successful applications to the Trust Fund.
	To liaise with and develop positive relationships with staff from external organisations and delivery venues to ensure the smooth and effective delivery of the service.
	To deliver presentations, briefings & workshops about; debt advice, energy and fuel efficiency and the project using appropriate methods e.g. PowerPoint/Slides and deliver these to members of the public and organisations.
	To meet the individual performance targets set for project advisers (daily, weekly, monthly and annually) and ensure that the advice given meets the required Quality Standards.
	To attend events, conferences, workshops as required by the BGET.
<b>Project Monitoring</b>	To maintain detailed statistical information both manually and electronically as required by the project and CAM.
	To support and provide information to the Line Manager to enable the continued development of the project in meeting the needs of the client.

	To undertake client feedback surveys to assess the impact of the advice and information they have received.
<b>Research &amp; Campaigns</b>	Assist with Research & Campaigns work by providing information about client's circumstances, statistical information and nature of cases.
	Assist the Line Manager to monitor service provision to ensure it reaches the widest possible client group.
	Alert other staff to local and national issues.
<b>Professional Development</b>	Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training.
	Attend relevant internal and external meetings as agreed with the Line Manager.
	To participate in the independent file review process as detailed in the office manual.
	To prepare for and attend supervision sessions and appraisals with the designated Supervisor/Manager.
	Assist in initiatives to improve services.
<b>Administration</b>	To follow the policies and procedure as stated in the Office Manual.
	To be self-administering and comply with existing practices.
	To ensure that all client work is recorded accurately on CASEBOOK and other required sources.
	To record all information necessary to meet monitoring and evaluation requirements.
	To assist in the general administration tasks e.g. taking messages; collating statistics; processing post.
<b>General</b>	Uphold the aims and principles of Citizens Advice and its equality & diversity policies.
	Abide by health & safety guidelines & share responsibility for own safety and that of colleagues.
	To work in a positive and supportive manner and contribute to the creation of a good team environment.

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

Citizens Advice Manchester is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.

## Person specification

### Essential

CASEWORKER ONLY: Citizens Advice Generalist Certificate (or equivalent).

CASEWORKER ONLY: Recent paid or voluntary experience of providing generalist welfare benefits/money advice to a minimum of generalist advice level.

TRAINEE CASEWORKER ONLY: Recent paid or voluntary experience of providing advice and information.

The ability to prioritise tasks, identify and work to deadlines and manage own time effectively to ensure KPI's are met and caseload managed.

Excellent communication and interpersonal skills, both orally and in writing, in order to communicate and liaise with clients, third parties and colleagues at all levels.

An ability to work effectively and collaboratively *both* within a small team and also as part of the wider organisational team.

The ability to deliver a presentation/training using a range of techniques.

### Desirable

An understanding of current issues facing disadvantaged groups in society, in particular fuel poverty issues and their effect.

Qualified to/working towards the Citizens Advice Generalist Advice Certificate or equivalent.

Experience of delivering energy advice.

### Other requirements for the role

Ability to contribute to an adaptable, respectful and responsible organisational culture in line with our values.

Ability and willingness to work as part of a team and a commitment to collective team responsibility.

Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout.

Awareness that Citizens Advice clients are at the heart of everything we do.

## What we give our staff

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. The role attracts an attractive remuneration package with excellent terms including:

- A flexible 35 hour working week
- Pension scheme
- City centre location
- Health plan with 24/7 telephone support service
- Generous holiday entitlement starting at 26 days per year (in addition to bank holidays) and rising with long service to a maximum of 34

# Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

**We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.