

# Welfare Rights Caseworker



## Job description

<b>Team overview</b>	The Welfare Rights Team provides a full, comprehensive and flexible welfare rights casework service to Citizens Advice Cheshire West (CACW) clients within a quality based framework.	
<b>Reporting to</b>	Welfare Rights Supervisor	
<b>Location</b>	Hybrid  Based at home and Winsford or Chester office & covering the whole Cheshire West region	Extensive travel required
<b>Hours</b>	37 hours per week full time (must be prepared to work hours flexibly)  <i>(Will consider job share: 18.5 hours based in Winsford and 18.5 hours based in Chester)</i>	
<b>Salary</b>	Starting salary £31,246 per annum (pro rate)	
<b>Role purpose</b>	To provide welfare rights and benefits advice, casework up to and including Tribunal representation (in exceptional circumstances) to the local community covering the whole of the Cheshire West area.	
<b>Main responsibilities</b>	Key tasks	
<b>Service delivery</b>	<ul style="list-style-type: none"><li>Provide casework covering the full range of welfare benefits.</li><li>Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.</li><li>Negotiate with third parties as appropriate.</li></ul>	

	<ul style="list-style-type: none"> <li>• Ensure income maximisation through the take up of appropriate benefits.</li> <li>• Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.</li> <li>• Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.</li> <li>• Make home/outreach visits as necessary.</li> <li>• Maintain close liaison with relevant external agencies.</li> </ul>
<b>Information technology</b>	<ul style="list-style-type: none"> <li>• Maintain accurate and up to date case records for the continuity of casework.</li> <li>• Use IT for statistical recording, record keeping and document production.</li> </ul>
<b>Team development</b>	<ul style="list-style-type: none"> <li>• Provide advice, assistance and support to other staff across the whole range of benefits issues.</li> <li>• Assist with Research and Campaigns work by providing information about clients' circumstances.</li> </ul>
<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Attend regular internal and external meetings relevant to the role (staff, team, consortium etc).</li> <li>• Attend relevant internal and external meetings as agreed with the line manager.</li> <li>• Prepare for and attend Support Meetings/ team meetings/management team meetings as appropriate.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure that all casework conforms to Quality of Advice Assessment (QAA) procedures.</li> <li>• Maintain case records for the purpose or continuity of casework, information retrieval, statistical monitoring and report preparation.</li> <li>• Ensure that all work conforms to the Citizens Advice Cheshire West systems and procedures.</li> </ul>

	<ul style="list-style-type: none"> <li>Provide statistical information on the number of clients and nature of cases and provide regular reports to the Welfare Rights Supervisor.</li> </ul>
<b>Personal development</b>	<ul style="list-style-type: none"> <li>Identify and implement plans for your own training and development needs.</li> <li>Keep up to date with legislation, case law, policies and procedures relating to benefits and undertake appropriate training.</li> <li>Read relevant publications.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service.</li> <li>Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.</li> <li>Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service</li> </ul>
This job description is a guide to the role and does not form part of the terms and conditions of employment. Citizens Advice Cheshire West is a dynamic organisation, and duties may vary in line with service needs.	

## Person specification

Essential criteria	
1	Recent (last 10 years) welfare rights casework experience in the Citizens Advice service or other similar third sector organisation.
2	Up to date working knowledge and professional experience of the current benefits system.
3	Effective writing skills with particular emphasis on negotiating and preparing reviews, correspondence and Tribunal submissions.

4	Ability to work in an organised manner with particular emphasis on casework and an ability and willingness to follow and develop agreed procedures.
5	Understand the issues involved in supporting vulnerable clients.
6	Must be able to work flexibly around the needs of the organisation.
Desirable criteria	
7	Experience of representation at Tribunal