



Cheshire
West

Welfare Rights Caseworker



Job description

Team overview	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.	
Reporting to	Welfare Rights Supervisor	
Location	Hybrid Based at home and Winsford or Chester office & covering the whole Cheshire West region	Extensive travel required
Hours	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>	
Salary	Starting salary £31,246 per annum (pro rate)	
Role purpose	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.	
Main responsibilities	Key tasks	
Service delivery	<ul style="list-style-type: none">• Provide casework covering the full range of welfare benefits.• Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.• Negotiate with third parties as appropriate.	

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

	<ul style="list-style-type: none"> • Provide statistical information on the number of clients and nature of cases and provide regular reports to the Welfare Rights Supervisor.
Personal development	<ul style="list-style-type: none"> • Identify and implement plans for your own training and development needs. • Keep up to date with legislation, case law, policies and procedures relating to benefits and undertake appropriate training. • Read relevant publications.
Other	<ul style="list-style-type: none"> • Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service. • Abide by health and safety guidelines 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
<p>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.</p>	

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