



Cheshire
West

Vulnerability Adviser



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	Head of Operations (initially)	
Location	Hybrid Based at home and Winsford or Chester office	Some travel required
Hours	37 hours per week full time	
Salary	£31,715 FTE per annum	
Contract	Fixed term until 31 March 2028	
Role purpose	This is a Cadent-funded targeted project delivered through the Warm Homes Network, providing welfare benefits advice and support to clients who require assistance. The postholder will deliver Tier 3 welfare benefits advice, support and casework to individuals across Cheshire West, primarily by telephone, but with limited face-to-face appointments when necessary. The role will provide specialist guidance on welfare benefits, supporting customers with complex benefit issues and undertaking casework where required. This will include preparing and submitting benefit appeals, although representation at tribunals will not be required.	
Main responsibilities	Key tasks	

Service delivery	• Provide Tier 3 advice and support covering the full range of welfare benefits to an average of 6 unique clients per week. • Complete written submissions on behalf of the client when appropriate. • Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning. • Prepare cases to the appropriate statutory bodies, tribunals and courts as appropriate. • Negotiate with third parties as appropriate. • Ensure income maximisation through the take up of appropriate benefits. • 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. • Conduct face to face appointments in the Winsford or Chester office only when necessary. • Maintain close liaison with relevant external agencies.
Information technology	• Maintain accurate and up to date case records for the continuity of casework in Casebook and AdvicePro • Be willing to engage in training and use of new advice recording platforms - AdvicePro and Lightning Reach • Use IT for statistical recording, record keeping and document production.
Team development	• Work with other teams to provide support and assistance to other staff across the whole range of benefits issues. • Assist with Research and Campaigns work by providing information about clients' circumstances.
Meetings	• 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	• 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. • Provide statistical information on the number of clients and nature of cases and provide regular reports.
Personal development	• 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	• 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 your 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
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	Experience in preparing and submitting high-quality welfare benefits appeal submissions
2	Recent (within the last 10 years) welfare rights advice provision experience in the Citizens Advice service or other similar third sector organisation
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 a flexible ability and willingness to learn, 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 project i.e undertake home visits, office face to face and telephone appointments
7	Understand and abide by the Citizens Advice aims, principles and policies
7	Ability to understand IT and work within different platforms
	Desirable
	Recent (within the last 10 years) experience in the Citizens Advice service