



# Job Description

Role	<b>Money Advice Caseworker - Homelessness Prevention</b>
Reporting to	Service Delivery Manager
Salary & contract term	Trainee role starts from £26,00 pro rata, per annum. Fixed Term Contract for 1 year with potential to extend subject to funding. Three days per week (22.5 hours), 9am-5pm Successful DBS required (on being offered role)
Location	Crawley (no home working possible)
Team overview	<p>Our Homelessness Prevention Money Advice Project supports Crawley residents to stay in their homes by helping them manage their money, resolve debt issues, and maximise their income.</p> <p>If you're ready to make a difference and support those facing financial hardship and housing insecurity, <b>we'd love to hear from you.</b></p>
Role overview	<p>We're looking for a passionate and skilled adviser to join our team and make a meaningful difference in the lives of vulnerable people at risk of homelessness.</p> <p>As a Money Advice Caseworker, you'll provide holistic debt and income maximisation support, helping clients secure housing, manage benefits, and access wider financial assistance. You'll negotiate with creditors, manage a varied caseload, and deliver advice to high quality standards both in person and remotely. Collaboration with local partners and agencies is central to the role, alongside maintaining accurate records and meeting performance targets. This is a rewarding, client-focused role where strong communication, resilience, and organisational skills are essential.</p> <p>We welcome applications <b>from experienced advisers</b> as well as those interested in a trainee role, with full training provided.</p> <p>We welcome applicants from diverse backgrounds. If you meet the essential criteria, we may also consider a <b>trainee</b> position, with full training provided.</p>

Main responsibilities

Key elements/Tasks

<p>Main tasks or accountabilities</p>	<ul style="list-style-type: none"> <li>• Provide holistic debt advice and income maximisation support</li> <li>• Identify appropriate debt solutions and negotiate with creditors and landlords</li> <li>• Identify housing options and protect security of tenure</li> <li>• Assist with benefit claims and appeals to ensure clients receive their entitlements</li> <li>• Signpost or apply for additional support such as energy grants and cost-of-living schemes</li> <li>• Manage a varied caseload to high quality standards, ensuring accurate records and compliance</li> <li>• Work from our Crawley office, engaging clients in person and via phone/video</li> <li>• Collaborate with external partners and local agencies</li> </ul> <p>This is a target-driven role requiring strong communication skills, client engagement, and resilience. Your ability to manage your own caseload and follow case management processes will be key.</p> <p>The ideal candidate will have:</p> <ul style="list-style-type: none"> <li>• Experience delivering advice and casework in debt, housing or welfare benefits</li> <li>• Strong communication and interpersonal skills, with empathy and clarity</li> <li>• Be a resourceful and adaptable problem-solver, and effectively manage a challenging caseload in a fast-paced environment</li> <li>• Excellent organisational skills and attention to detail</li> <li>• The ability to work independently and as part of a team in a fast-paced environment</li> <li>• Confidence using IT systems and digital tools for case management and communication</li> </ul>
<p>Professional Development</p>	<ul style="list-style-type: none"> <li>• CAWS Induction and on-going &amp; annual policy training and updating</li> <li>• Full training provided for trainee position will include training on housing, benefits, income maximisation and debt accreditation</li> <li>• Training will include observing experienced caseworkers, reflection activities and completing competency framework for casework.</li> <li>• Ongoing training and access to hundreds of accredited professional development courses</li> </ul>

<p>Research and Campaigns</p>	<ul style="list-style-type: none"> <li>€ Assist with research and campaigns by sharing insight and identifying new and ongoing issues and trends, informing research and supporting work to improve the system of clients.</li> <li>€ To identify and prepare case studies and provide other evidence to support local and national influencing work.</li> <li>€ Support with media interviews as agreed.</li> <li>€ Prepare update reports.</li> </ul>
<p>Other Duties &amp; Responsibilities</p>	<ul style="list-style-type: none"> <li>€ Carry out any other tasks that may be within the scope of the role to ensure the effective delivery and development of the service</li> <li>€ Demonstrate commitment to the aims and principles of the Citizens Advice service including equality diversity and inclusion.</li> <li>€ Abide by health and safety guidelines and share responsibility for own safety and that of colleagues</li> <li>€ Attend all necessary training and development activity as required to maintain competence</li> <li>€ Attend Citizen Advice/Office meetings as directed and CBC (Crawley Borough Council) meetings by agreement</li> <li>€ Keep up to date on legislative changes that may affect the client</li> <li>€ Ensure data protection (GDPR) and safeguarding issues are identified and relevant policies followed.</li> <li>€ Support and actively engage in fundraising activities across CAWS as necessary.</li> </ul>
<p>Administration</p>	<ul style="list-style-type: none"> <li>• Experience delivering advice and casework in debt, housing or welfare benefits</li> <li>• Strong communication and interpersonal skills, with empathy and clarity</li> <li>• Excellent organisational skills and attention to detail</li> <li>• The ability to work independently and as part of a team in a fast-paced environment</li> <li>• Confidence using IT systems and digital tools for case management and communication</li> </ul>



# Person specification

## Knowledge and Experience

- At least 1 years FTE recent experience of delivering independent high-quality advice and casework in a busy environment whilst working to and maintaining external quality standards.
- A demonstrable knowledge of preventing homelessness through at least one of the following subjects: debt, housing or welfare benefits advice and evidence of being able to quickly learn these subject areas.
- An understanding of welfare benefits and debt remedies including maximising income through claim dates, appeals, grants, housing benefit and the housing elements of Universal Credit with successful outcomes.
- Experience of meeting targets.

## Skills

- Excellent IT and digital skills including accurate data entry on case management systems and able to self-service work on a range of products including Microsoft Office
- Excellent organisation skills, able to follow processes and have attention to detail whilst managing competing priorities and meeting deadlines.
- Proactive, resilient team player able to work with different stakeholders.
- Evidence of continuous improvement in your own and others work.
- A commitment to challenge discrimination and uphold our Equity, Diversity and Inclusion values.

## Attributes

- Active listening and negotiating, communicating complex information in writing and verbally appropriate to the audience.

## Desirable

- Qualified in Money Advice or willing to achieve this within 3 months
- Experience of working under the AQS or similar casework quality standard
- Experience of court/Tribunal representation in debt, benefits or housing