citizens advice in West Sussex
North South East

Job Description

Role	Trainee Caseworker
Reporting to	Project Lead
Salary	£27 000 per annum
Hours	37 hour per week (Mon-Fri)
Contract term	Permanent
Location	Crawley
Team overview	Specialist projects funded by National Lottery and Sussex Community Foundation, supporting the migrant and Chagossian community in Crawley, primarily with issues around immigration, Welfare benefits and debt.
Role overview	To provide advice and casework to the migrant community in Crawley on a multichannel service including outreach locations in community settings. Support the project to deliver its objectives including income maximisation checks and grant applications, initial debt advice, and level 1 immigration advice with support. Ensure accurate data capturing including social policy issues and case studies using our client data base and other systems.
Main responsibilities	Key elements/Tasks

To provide advice and casework to Crawley Residents through a range of channels	• Take a holistic approach to providing advice, ensuring clients' needs are identified including the root cause, provide appropriate advice and casework where necessary • Effective use of signposting or referring internally and externally as needed. • Use a range of channels to provide advice including but not limited telephone, video, email and where appropriate face to face. • Provide advice on the full range of issues and end to end journey within your subject • Tailor advice and empower clients based on their support needs, providing caseworker where necessary and ensuring they understand their options and make informed choices. • Provide follow up, confirmation of advice in writing and additional information as needed. • Undertake income maximisation checks and identify future options. • Provide practical support, representation and advice as needed including completing forms, applying for grants, negotiating and liaising with third parties such as the DWP • Attend outreach locations in community settings within Crawley. • Undertake casework in agreement with your supervisor/line manager appropriate to the subject including challenging decisions, representing client's applications and challenges, including court or tribunal as appropriate to your role and experience. • Provide training, advice and supervision to volunteers and others in areas of advice including checking their quality of advice.
To deliver a high-quality service	• A commitment to quality through excellent customer service skills with a user centred approach • Ensure accurate and up to date records are maintained • Ensure deadlines are met • Use plain language to ensure advice is understood

	• Ensure compliance with our equality, diversity and inclusion principles including ensuring services are accessible. • Take a proactive approach in identifying discrimination issues and providing appropriate advice and support • Ensure compliance with internal quality standards, respond to quality actions and provide quality checks of others where appropriate • Support the team with blogs, social media information, webinars and other digital work to support partners and the public • Encourage and support user feedback
Maintain continuous professional development	• Ensuring training maintained on mandatory courses and own subject area, at least 16 hours CPD per year • Keep up to date with developments in social welfare law through forums, reading, internal
Research and Campaigns	• Assist with research and campaigns work by sharing insight and identifying new and ongoing issues and trends, informing research and supporting work to improve the system for clients. • Ensure data is captured including AIC codes, outcomes and profile data • Identify and write case studies and provide other evidence to support local and national influencing work.
Other Duties & Responsibilities	• Ensure internal policies and procedures are followed including data protection, health and safety. • Support other projects, channels or work at short notice as may be needed to support the business to deliver its objectives • Ensure safeguarding issues are identified and relevant policies followed. • Travel across West Sussex and to other locations as may be required.

	• Support and actively engage in fundraising activities across CAWS as necessary including supporting the management team to develop business cases and funding applications • Carry out any other tasks which may be within the scope of the role to ensure the effective delivery and development of the service.

Person specification

Essential knowledge and experience

- Have recent experience in delivering independent advice, information or support in a subject area e.g. generalist, housing, welfare benefits, employment, debt or immigration.
- An understanding of the issues people and specifically the migrant community are facing including the benefits system, immigration, debt and the cost of living.
- An understanding of the advice process in addressing the root cause of issues clients face and empowering them to resolve them.
- An understanding of the aims and principles of Citizens Advice and how this applies to the needs of diverse clients.
- Experience of working to quality standards.

Essential skills and behaviours

- Excellent communication and negotiation skills, able to quickly build trust and ensure complex information is understood by clients and third parties
- Excellent IT and digital skills, able to self-administer confidently and use tools to organise your work including outlook, word, excel, powerpoint, Teams, sharepoint and client data base systems
- Ability to work independently and remotely, prioritise workloads in a busy environment to meet deadlines and targets
- Welcome continuous improvement in your own and others work
- To challenge discrimination and uphold equality, diversity and inclusion principles

Desirable

- Trained to Citizens Advice Level 3 **or able** to demonstrate competence to train up to that level quickly.
- Some experience of immigration matters
- Knowledge in more than one subject areas
- Experience of delivering specialist level casework.

- Experience of working with and supporting volunteers
- Experience of case checking and file reviewing others
- Experience of working with teams across a wide area and remote supervision