



# Welfare Benefit Caseworker Job pack

Thank you for your interest in working at Citizens Advice Woking.

This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

- Our Purpose
- Three things you should know about us
- About Citizens Advice Woking
- The role profile and personal specification
- How to apply

We are looking for a highly motivated person to join our Welfare Benefits Team, who has recent experience of advising clients. You will need to demonstrate that you can cope with a demanding caseload and that you are able to monitor and manage your own caseload to meet deadlines. The successful candidate will be required to provide casework on the full range of welfare benefits areas, including Universal Credit and disability benefits.

If you want to have a chat about the role further, please contact our Operational Manager at [shelley.granger@wokingcab](mailto:shelley.granger@wokingcab) to arrange a call.

# Our purpose

We exist to shape a society where people face far fewer problems. Our national charity and network of local charities are united by this common purpose.

We're driven by our ambition to make things better for people, individually and collectively. We're driven by the power of good advice, to help people solve their problems. And we're driven to change the underlying causes of problems, through our work with governments and other organisations.

## 3 things you should know about us

- We're local and we're national. The national charity has 4 administrative offices in England and Wales supporting the work delivered by around 240 independent local Citizens Advice member Charities.
- We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
- We're listened to, and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# About Citizens Advice Woking

Citizens Advice Woking (CAW) is an independent local charity and a company limited by guarantee. We provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAW provides face to face services in the following locations –

- **Woking Town Centre** (Provincial House 26 Commercial Way Woking GU21 4PW)

Drop-in Sessions – Tuesday – Thursday 10am – 1pm - Initial Assessment interviews  
Appointments Monday – Friday 10am – 4pm Generalist Adviser Interviews  
Follow up Generalist Adviser appointments, Specialist Caseworker appointments

- **The Byfleet Methodist Church, Rectory Lane, Byfleet.**

Wednesday 12:00am- 2pm Drop in for initial assessment  
Appointments by arrangement

- **Ukrainian Hub, Lighthouse Woking, 8-10 High St, Woking GU21 6BG**

Tuesday Weekly 10:30am- 2:30pm Initial Assessments Only drop-ins

- **The Mascot Hub Dartmouth Avenue Sheerwater GU21 6PE**

Thursday Weekly 10am – 1pm  
Initial Assessments Only Drop ins

CAW provides a telephone service via **Adviceline**

Monday – Friday 10am – 4pm

We also run the following Projects on behalf of different funders –

**I Access Community Drug and Alcohol Service** – funding from Surrey and Borders NHS Trust to provide a generalist adviser to advise on all enquiry areas.

**United Byfleet Charity** – funding to deliver an outreach session in the Wards furthest from the town centre office.

**Trussell Trust Foodbank** – Funding to provide a Generalist Adviser at Foodbank sessions to provide information and advice and to reduce reliance on the Foodbank.

**Ukrainian Hub** – Funding from Woking Borough Council to provide Generalist Advisers to give information and advice to the Ukrainian members of the Community

**Refugee Support** – Funding from Woking Borough Council to provide a welfare benefit adviser to support the Syrian and Refugee community and to provide generalist advice to the wider refugee community.

Governed by a Board of 7 trustees, we have a highly skilled workforce to support the organisation. This includes 13 paid staff and more than 50 volunteers.

Our generalist advice service is provided by volunteers who carry out reception and administrative duties, give information and advice and have research and campaign roles and are managed and supported by paid staff. We also have paid caseworkers in the areas of welfare benefits and housing.

Woking is often considered to be an affluent area with high levels of employment and rates of home ownership, however there are significant pockets of deprivation across the borough and our priority is to support the most vulnerable in our community. The main enquiry areas of welfare benefits, debt and housing continue to be the issues that most of our clients need help with.



# Role profile

## Key work areas and tasks:

### Casework

- Provide casework covering the full range of welfare benefits, with particular focus on disability benefits and Universal Credit to any client being assisted by Citizens Advice Woking.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters or telephoning third parties.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of benefits.
- Prepare and present cases to the relevant statutory bodies, tribunals, and courts.
- 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.
- Provide advice and assistance to other staff and volunteers across the whole range of welfare benefit issues.
- Ensure that all casework conforms to the bureau's Office Manual and the Citizens Advice Quality Standard.
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
- Ensure that all work conforms to the bureau's systems and procedures.

### Research and Campaigns

- Assist with Research and Campaign work by providing information about clients' circumstances where legislation or guidance is having an adverse impact on the client.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management.
- Monitor service provision to ensure that it reaches the widest client group possible.
- Alert other staff to local and national issues.

### Professional development

- Keep up to date with legislation, case law, policies and procedures relating to welfare benefits and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the CEO.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with service initiatives for the improvement of services.

### **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



# Person specification

## Essential Criteria

- 1) Knowledge and experience of welfare benefits.
- 2) Effective oral communication skills with particular emphasis on negotiating and representing.
- 3) Effective writing skills with particular emphasis on negotiating, representing, and preparing reviews, reports, and correspondence.
- 4) Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
- 5) Understand the issues involved in interviewing clients.
- 6) Must be able to demonstrate a level of numeracy suitable for the role.
- 7) Ability to prioritise your own work, meet deadlines and manage caseload.
- 8) Ability to use IT in the provision of advice and the preparation of reports and submissions.
- 9) Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- 10) Ability and willingness to work as part of a team.
- 11) Ability to monitor and maintain own standards.

## Desirable Criteria

- 12) Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
- 13) Experience of working sensitively with clients with mental health issues.



# Terms of Appointment

<b>Job Title:</b>	<b>Welfare benefit caseworker</b>
<b>Location:</b>	<b>Citizens Advice Woking</b>
<b>Hours:</b>	<b>37.5 per week (will consider Part Time)</b>
<b>Salary:</b>	<b>£27,000 FTE per annum</b>
<b>Holiday:</b>	<b>25 days annual leave (FTE) plus public holidays</b>
<b>Contract term:</b>	<b>Permanent, subject to 6 months' probation period</b>

## How to apply

To apply for the role of welfare benefit caseworker, please send us your CV and a maximum 2 page supporting statement. The supporting statement should demonstrate how you meet the criteria outlined in the person specification and outline why you are interested in becoming the welfare benefit caseworker at Citizens Advice Woking.

All applications must be sent to [wokingca@gmail.com](mailto:wokingca@gmail.com)

Closing date for applications: By 4pm on 31<sup>st</sup> March 2025

Applications will be reviewed on receipt on a rolling basis and we reserve the right to close earlier if applications from sufficient suitably qualified candidates have been received