

**Housing 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 specialist team, who

has recent experience of advising clients with housing issues, particularly in the area of homelessness and homelessness prevention. 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 housing issues, and assist clients with other related issues, including benefits and debt advice.

**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 research and campaign 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, independent advice for the benefit of the local community, to exercise a responsible influence on the development of social welfare policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAW provides services in the following locations:

* **Woking Town Centre** (Provincial House, 26 Commercial Way, Woking GU21 6EN)
	+ Telephone advice service via Surrey Adviceline: Monday to Friday, 10am to 4pm
	+ Drop-in sessions for initial assessments: Tuesday to Thursday, 10am to 1pm
	+ Advice appointments: Monday to Friday, 10am to 4pm
	+ Specialist caseworker appointments, by arrangement: Monday to Friday, 10am to 4pm
* **The Byfleet Methodist Church**, Rectory Lane, Byfleet, KT14 7LL
	+ Funded by **United Byfleet Charity**
	+ Drop-in sessions for initial assessments: Wednesday, 12 to 2.30pm
* **Ukrainian Hub**, Lighthouse, Woking, 8-10 High St, Woking, GU21 6BG
	+ Funded by **Woking Borough Council**
	+ Drop-in sessions for initial assessments, for the Ukrainian community: Tuesday, 10:30am to 2:30pm
* **The Mascot Hub,** Dartmouth Avenue, Sheerwater, Woking, GU21 6PE
	+ Drop-in sessions for initial assessments: Thursday, 10am to 12pm

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

Governed by a Board of currently 6 trustees, we have a highly skilled workforce to support the organisation. This includes 12 paid staff, FTE 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 housing advice, providing written and oral advice to clients as necessary.
* Assist clients with other related problems, such as benefits issues, where they are an integral part of their case.
* Refer clients to other advisers or specialist agencies as appropriate.
* Act for the client where necessary by corresponding with and telephoning third parties.
* Negotiate with third parties as appropriate.
* Prepare written representations to relevant statutory bodies, tribunals, and courts.
* Make home/outreach visits, when they are occasionally necessary.
* Provide advice and assistance to other staff across the whole range of housing issues.
* Assist the Training Supervisor by occasionally presenting a training session to advisers.
* Ensure that all casework conforms to Citizens Advice Quality Advice Assessment standards.
* Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
* Ensure that all work conforms to the office’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 regular reports and statistical information on the number of clients and nature of cases.
* Monitor service provision to ensure that it reaches the widest client group possible.
* Alert other staff to local and national issues.

**Continuous Professional Development**

* Keep up to date with legislation, case law, guidance, policies and procedures relating to housing and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with your line manager.
* Prepare for and attend supervision sessions/team meetings/management meetings and staff 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 delivering housing advice to those at risk of homelessness and with other housing issues.
2. Effective oral communication skills with particular emphasis on negotiating and representing.
3. Effective writing skills with particular emphasis on preparing reviews, reports, and correspondence, and negotiating and advocating on behalf of clients.
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**

1. Knowledge and experience of benefits advice.
2. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equity, diversity and inclusion policies.
3. Experience of working sensitively with clients with mental health issues.

 **Terms of Appointment**

 **Job Title: Housing Caseworker**

**Location: Citizens Advice Woking, hybrid working options.**

**Hours: 22.5 – 37.5 hours per week (part time or full time considered**

**Salary: £27,000 to £30,000 (FTE) per annum, dependent on**

**experience**

**Holiday: 25 days annual leave (FTE) plus public holidays**

**Contract term:**  **Permanent**

**How to apply**

To apply for the role of Housing 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 a housing caseworker at Citizens Advice Woking.

All applications must be sent to **wokingca@gmail.com**

Closing date for applications: By 5.30pm on 1st October 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.