



## Job pack

### **Caseworker – Mental Health Projects**

Thanks for your interest in working with Citizens Advice Rushmoor. 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.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Rushmoor
- The role profile and personal specification
- Terms and conditions
- What we give our staff

#### **Want to chat about this role?**

If you want to chat about the role further, you can contact Alex Hughes, Chief Officer, by emailing [sue.sd@citizensadvicerrushmoor.org.uk](mailto:sue.sd@citizensadvicerrushmoor.org.uk) or calling 01252 749266

## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about the Citizens Advice Service

**1. We're local and we're national.** Our national offices, based in 6 locations, provide direct support to us in Citizens Advice Rushmoor – we are one of around 280 independent local Citizens Advice services across England and Wales.

**2. 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.

**3. 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.



## How Citizens Advice Rushmoor works

Citizens Advice Rushmoor is a local independent charity, committed to meeting the needs of our diverse community. With over 100 volunteers, and 36 paid staff, we respond to around 9000 unique clients each year, generating over 29,000 different advice issues.

We deliver our service through as many different channels as we can, to make sure we are accessible to everyone – this includes phone, webchat and email – especially important since restricting our face to face operations at our main locations in Farnborough and Aldershot due to Covid-19.

We also run lots of different projects, to help meet community needs. These range in size and focus from our large Pension Wise project – which is part of a nationally delivered service – to local outreach work with vulnerable communities.

We have won national awards for our work, including the “Championing Equality” award, for the Nepali language services we deliver. Our highly valued Heathlands service – which this role is part of - specialises in delivering casework for clients with significant mental illness.

Our Trustee Board takes overall responsibility for our organisational direction and focus. Click here for our [Annual Review](#) – lots of other information is on our website on [www.citizensadvicerrushmoor.org.uk](http://www.citizensadvicerrushmoor.org.uk)

# Overview of the national Citizens Advice Service

The Citizens Advice service is made up of the national Citizens Advice charity, and a network of around 260 local Citizens Advice members.

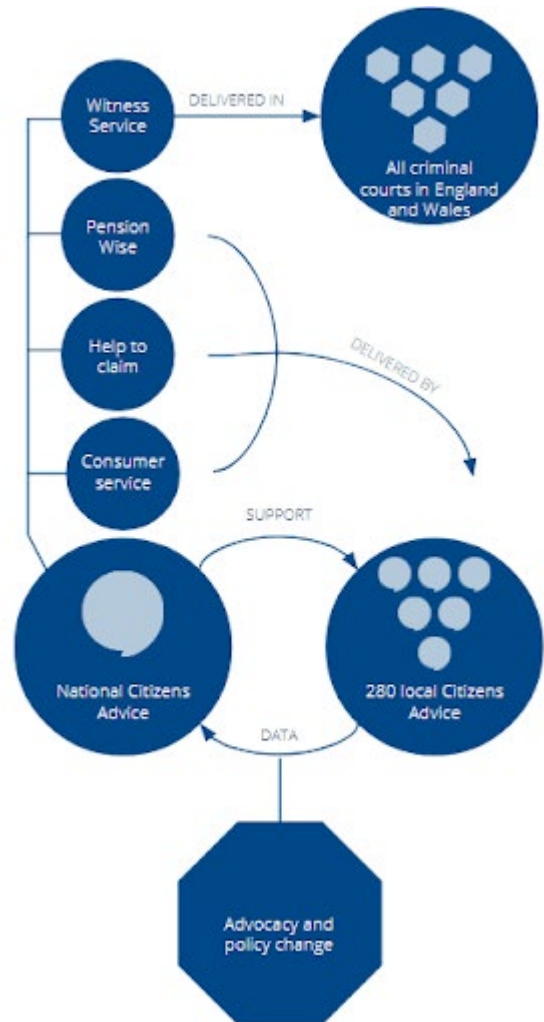
Together, the network of independent charities, delivers services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

Nationally this includes

- over 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





# The role

## Caseworker – Mental Health Projects

### Job Purpose

This post is to deliver specialist casework to achieve positive advice outcomes to support recovery for people with significant mental illness. The role works closely with professional and voluntary sector partners, as well as a committed and experienced team. An enhanced DBS check is required for this role.

Proficient Salary: FTE £23,695 to £25,280 - actual salary for 22.5 hours £14,409 to £15,373

Hours: 22.5 hours per week

Location: Rushmoor – office and home based working

Reporting to: Project Manager, Citizens Advice Rushmoor

### Main Duties and Responsibilities

1. Provide detailed advice, advocacy, practical support and casework on the range of issues presented by clients, supporting well-informed choices and decisions, negotiating with third parties (statutory and non-statutory), and support for tribunal and County Court cases.
2. Work with clients, health professionals and others, by telephone, email and in person, working at outreach locations where agreed.
3. Maintain a focus on achieving positive outcomes, including financial gains from welfare benefits, improved money and debt management, securing housing; and consequent improvements in health and wellbeing.
4. Work with other specialist advisers across Citizens Advice Rushmoor district to share expertise, training and supervision; making and receiving referrals where appropriate.
5. Participate in research and campaigns work, particularly focusing on discrimination and other barriers faced by mental health service users, contributing to reports and case studies where agreed.

### *Professional Development*

6. Participate in learning and development activities to achieve and maintain caseworker competences.

7. Keep up to date with relevant legislation, case law, policies and procedures, and undertake subject based training as appropriate.

#### *Administration*

8. Manage own caseload, using case management and other systems effectively, to ensure successful and timely support for clients.
9. Manage information to enable required reporting, case studies and outcomes measures.
10. Ensure that all work complies with relevant Citizens Advice quality standards, systems and procedures.

#### *Other duties and responsibilities*

11. Work as part of the wider Heathlands team, and across Citizens Advice Rushmoor, attending appropriate meetings and sharing best practice.
12. Uphold and promote the aims and principles of the Citizens Advice service, and contribute to an inventive, responsible and generous culture.
13. Keep up to date and work within the policies and procedures relevant to the role.
14. Ensure health and safety procedures are followed, sharing responsibility for own safety and that of clients and colleagues.
15. Any other relevant duties as required to ensure the effective provision of the service.

## Person Specification

1. **Empathy and motivation to provide expert help to people experiencing mental health illness.**
2. **Experience of delivering advice and casework, in person and remotely.**
3. **Commitment to achieving the best outcomes for clients through delivery of high quality advice and casework.**
4. **Strong organisational and time management skills, using systems effectively, prioritise appropriately, and enable timely responses to client needs.**
5. Able to demonstrate good communication, listening skills and empathy to respond appropriately to sometimes challenging behaviour.
6. Able to demonstrate adaptability, to manage different situations calmly and professionally.
7. Ability to work independently, with the confidence to ask for help from the wider team, and be proactive in managing challenges.
8. Confidence with IT systems as a core element of day to day work, including case management. debt and benefits calculations.
9. Self-awareness to enable giving and receiving feedback; and constructive engagement to achieve development goals.
10. Willingness to deliver in main office and other locations to meet service delivery needs, with an understanding of challenges in seeing clients away from the main premises.
11. Ability to demonstrate a commitment to the aims and principles of the Citizens Advice service, including its equality and diversity policies, and research and campaigning role.
12. Ability to contribute to an inventive, responsible and generous organisation and team culture, sharing tasks and supporting organisation goals.
13. Ability to use and act on a range of reference resources.

Those items highlighted in **bold** will be given additional priority in the recruitment process.



## Terms and conditions

Our standard terms and conditions include:

- A standard 37 hour working week, which forms the basis of all pro-rata salary calculations
- 23 days' paid annual leave in each annual leave year, in addition to all normal public and statutory holidays (usually totalling 28 in all) – pro-rated for part time staff
- 5% employer contribution of eligible earnings to People's Pension personal pension scheme – with 5% minimum employee contribution from 1 April 2019
- Enhanced sickness scheme giving 1 month's full pay and 2 months' half pay during the first two years of service; and 2 months' full pay and 2 months' half pay after the 2nd year of service.
- Flexible working and home working where this fits the role requirements and business needs of the charity.



## What we give our staff

Our Trustee Board is committed to making Citizens Advice Rushmoor “a great place to work and volunteer” - this objective is reflected in our People Strategy, with focused activity to realise this ambition.

We place a high value on equality, diversity and inclusion; and offer continuing learning and development opportunities to all our staff. Our behaviour framework commits the team to mutual support and wellbeing.

We offer an Employee Assistance Scheme to all our staff, provided through [LifeWorks](#)

Our Trustees take an active interest in health and safety, and the overall wellbeing of the team. Issues or concerns raised by staff are addressed proactively,





# How to Apply

## **Application form**

Please complete your application and return it by email in the format set out, no later than the closing date referred to in the advert. CVs will not be accepted as a substitute for the application form.

It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying. No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

## **Disability**

Please let us know if you require any adjustments to be made to the application process or would like to be taken into account when we are considering your application. Please be assured that we will be supportive in discussing reasonable adjustments at any stage.

## **Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996: evidence of this will be needed, if you are successful and an offer of employment is made.

## **Diversity Monitoring**

Citizens Advice Rushmoor values diversity and promotes equality. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. The diversity profile of people who apply for posts at Citizens Advice Rushmoor is given in confidence for monitoring purposes only and does not influence any recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.

## **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Interviews may include a practical task or assessment, with all details provided before the interview.

## **References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

## **Criminal convictions**

Anyone who applies to work within Citizens Advice Rushmoor will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Rushmoor – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosure is required for this post – these are only requested where proportionate and relevant.