



## Caseworker

### Job description and person specification

## Job description

Job title	Generalist Caseworker
Responsible to	Senior Caseworker
Salary scale	£20,910 - £23,970 (points 5-9) pro rata, plus contributory workplace pension scheme
Hours of work	37 per week (part-time or job share considered)
Location	Coventry city centre and outreach venues across the city

## Job purpose

To provide an effective and efficient generalist advice service within the aims, policies and principles of Coventry independent Advice Service, working to Advice Quality Standard (AQS) requirements.

The advice provided by the post-holder will be mainly at our outreach locations across Coventry, including Children's Centres, libraries and community centres.

This post is subject an enhanced Disclosure and Barring Service (DBS) check.

## Responsibilities

### Advice Work

1. Provide face-to-face advice and follow-up work covering a range of generalist advice topics with casework in welfare benefits and debt/money advice.
2. Act for the client where necessary by negotiating with third parties, both orally and in writing.
3. Ensure income maximisation through the take up of appropriate benefits.
4. Prepare cases to the appropriate statutory bodies where necessary.
5. Assist clients with related problems, where they are an integral part of their case, and refer to other advisers or specialist agencies as appropriate.
6. Maintain case records for continuity of casework, information retrieval, statistical monitoring, and report preparation.
7. Ensure that all work and case recording conform to our own standards and policies, and meets AQS requirements.
8. Deliver advice sessions, at outreach locations across Coventry, as required.

## Social Policy

1. Assist with social policy work by providing information about client's circumstances, statistical information and case studies.
2. Assist managers to monitor service provision to ensure it reaches the widest possible client group.
3. Keep a 'watching brief' of trends and alert colleagues to current local and national issues.

## Professional development

1. Keep up to date with legislation, case law, policies and procedures and attend appropriate training.
2. Read relevant publications and other information sources.
3. Attend team meetings and relevant external meetings as agreed with your manager.
4. Prepare for and attend supervision sessions and appraisals.
5. Assist in initiatives to improve services.

## Administration

1. Use IT for statistical recording, record keeping and document production.
2. Maintain reference material and local information systems.
3. Ensure that all work conforms to our administrative policies and procedures.

## Other duties and responsibilities

1. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
2. Uphold the aims and principles of Coventry Independent Advice Service.
3. Comply with all internal policies and procedures, particularly those relating to equality and diversity, data protection and the safeguarding of children and vulnerable adults.
4. Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
5. Maintain close liaison with relevant external agencies, and represent the service as appropriate.

## Person specification

Quality	Job Requirements	Measured by:
Experience	<ul style="list-style-type: none"> <li>• A minimum of 12 months, or equivalent part-time, face to face experience of client focused advice work (in a paid or voluntary capacity), in a generalist advice setting.</li> <li>• 6-12 months' experience of benefits and/or debt casework and of managing own caseload.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form, interview and test.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• An up to date knowledge of legislation, caselaw and procedures relevant to generalist advice work including debt/money and welfare benefits.</li> <li>• An awareness of the Advice Quality Standard.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form, interview and test.</li> <li>• Application form and interview.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Effective written and oral skills with emphasis on negotiating and representing clients to third parties in writing.</li> <li>• The ability to work methodically within defined systems and to maintain accurate case and statistical records, using appropriate IT.</li> <li>• Good numeracy skills with the ability to carry out efficient calculations and prepare financial statements/benefit calculations for clients.</li> <li>• Ability to use a variety of IT packages, such as Microsoft Office (including Word, Excel and Outlook).</li> <li>• Ability to work effectively within the voluntary and community sector.</li> <li>• Ordered approach to casework and an ability to follow and develop agreed procedures.</li> <li>• Ability to prioritise tasks, to identify and work to deadlines and to manage time effectively under own initiative.</li> <li>• Ability to monitor and maintain own standards.</li> <li>• Demonstrate an understanding of social trends and their implications for clients and service provision.</li> <li>• Good analytical and problem-solving skills.</li> <li>• An understanding and commitment to work within the aims and principles of Coventry independent Advice Service.</li> <li>• An understanding of the issues involved in</li> </ul>	<ul style="list-style-type: none"> <li>• Application form and interview.</li> </ul>

	interviewing clients and the ability to communicate effectively and sensitively with clients from a range of cultures and backgrounds.	
Behaviours	<ul style="list-style-type: none"> <li>You adopt a 'can-do' attitude in all the work you deliver, ensuring it meets the needs of current and potential customers.</li> <li>You are accountable for your own performance and development, and you take responsibility for your actions and decisions.</li> <li>You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.</li> <li>You promote equality and diversity and actively work to minimise harm to others.</li> </ul>	<ul style="list-style-type: none"> <li>Application form and interview.</li> </ul>
Other requirements	<ul style="list-style-type: none"> <li>To undertake travel around the city to visit other organisations and venues and attend meetings and work in the evening or weekends on occasion.</li> <li>Willingness to submit to an enhanced Disclosure and Barring Service (DBS) check.</li> </ul>	<ul style="list-style-type: none"> <li>Application form and interview.</li> </ul>

Last reviewed:	02 January 2018
Reviewed by:	Alan Markey, Director of Advice Services
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