

**Role:** Money Advice Caseworker (known internally as Early Help Caseworker)

**Reports to:** Project Supervisor

**Hours:** 30 hours per week

**Salary:** £34,135 per annum pro rata  
£27,308 per annum actual salary

**Contract:** Fixed term until March 2025 with the possibility of extension subject to funding



## The role

The role will be supporting families, mainly at local Children and Family Centres across the borough, in relation to stabilising their finances which will mainly involve debt and benefit issues and support with financial capability.

The post holder will support clients to reduce and/or better manage personal debt, and maximise benefit entitlement. They will deliver services in a variety of ways including one to one, drop in and by appointment at outreach in Waltham Forest. All channels will be utilised to deliver services and an assessment will be made of the level of support required including providing casework support.



# Role profile

## **Key work areas and tasks:**

### **Benefits & Debt**

To provide a welfare benefits & debt advice service that includes, but is not limited to:

- To Liaise with third parties to identify non-contentious ways of resolving problems (including via inter agency negotiation).
- Help and support ranging from writing a letter/phone call on behalf of clients; form filling and general advocacy.
- Provide casework support to clients facing debt issues such as rent arrears and possession proceedings, council tax arrears and benefit overpayments.
- Casework and ongoing negotiation with third parties and preparation of matters up to appeal level such as PIP, DLA and ESA disputes
- Support service users on welfare benefits to ensure they are accessing their full entitlement.
- To promote debt reduction by maximising income, setting up debt management plans and assisting with debt write-offs where debts are identified as unenforceable or via debt relief orders (DRO) or bankruptcy.

Ensure financial inclusion for residents by providing:

- Information and advice on financial literacy and education,
- Access to debt advice and appropriate credit solutions including referrals to credit unions, and

### **Employment**

- Identify employment related issues such as discrimination, unfair dismissal and assist with referrals to ACAS or other relevant specialist organisations

### **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

### **Administration**

- Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and document production.
- Ensure IT information assurance training is completed on an annual basis.
- Ensure that all work conforms to the service's systems and procedures.

### **Other duties and responsibilities**

- Complete the required training to comply with quality assurance processes.
- 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 service.
- Work at a range of outreach locations, including across north east London
- Assist with generalist queries via the Citizens Advice Waltham Forest Adviceline



# Person specification

## Essential Criteria

1. Demonstrable experience and competency in benefits and debt work
2. A good understanding of Universal Credit
3. Proven ability in dealing with benefit appeals
4. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
5. Effective written and oral communication skills with particular emphasis on negotiating.
6. Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
7. Ability to use and learn how to use new IT systems and packages, and electronic resources in the provision of advice, record keeping and document production.
8. Ability and willingness to work as part of a team
9. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
10. Ability to understand statistics and check accuracy of calculations.
11. Ability to work on own initiative at outreach and be creative
12. Excellent interpersonal, communication and presentation skills
13. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.

Citizens Advice Waltham Forest is an equal opportunities employer.

In accordance with Citizens Advice national policy we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.