

Healthy Homes & Oncology Unit Caseworker

Role purpose

To advise clients on welfare benefits, money advice and energy. Your role will be to advise clients at the Oncology Unit, Cheltenham as well as visiting people in their own homes. You will manage referrals from health professionals and, in conjunction with our partners Severn and Wye Energy, provide a holistic casework service to clients with the focus on addressing fuel poverty and improving their health and wellbeing.

Context of role

This an exciting project funded by Gloucestershire Clinical Commissioning Group and follows the identification of the need for good quality advice on welfare benefits, debt and energy for those facing cancer and other health issues. Research from Macmillan shows four out of five people with cancer are, on average, £570 a month worse off because of their diagnosis of cancer. The purpose of this role is to tackle issues faced by clients by focusing on income maximisation and reducing people's energy costs. The successful candidate will work with partner organisations to deliver a holistic service for clients, it is a fixed term appointment until 31st March 2021.

Casework

- Provide casework covering the full range of welfare benefits and debt advice.
- Identify where clients need energy advice and make referrals to partner agencies
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties as appropriate.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.

- 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.
- Ensure that all casework conforms to the bureau's Office Manual, the Advice Quality Standard and/or the Specialist Quality Mark and Citizens Advice practices and procedures
- Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to bureau management for the purposes of reporting to funders.
- Monitor service provision to ensure that it reaches the widest possible client group and work with funders and partners to develop referrals.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to Welfare Benefits and Money Advice and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with initiatives for the improvement of the project and wider bureau services.

Administration

- Maintain local information systems.
- Use the Citizens Advice national case recording system for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
- Maintain close liaison with relevant external agencies.

Public relations

- Liaise with partner organisations and funders and represent the Service on outside bodies as appropriate.

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 CAB service.

Person specification

Experience, specific knowledge and Education

1. Recent advice work experience
2. Experience of Welfare Benefits or Money Advice casework.
3. Experience of assisting clients with submissions to tribunal (desirable)
4. Understanding of the issue of fuel poverty
5. Experience and ability to implement new projects and work with funders to ensure appropriate and accurate outcomes.
6. Good level of general education
7. Citizens Advice accredited (desirable)

Knowledge and Skills

8. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
9. Understanding the needs of clients with complex health issues
10. Effective communication skills with emphasis on negotiating and representing and preparing reviews, reports and correspondence.
11. Ability to prioritise own work, meet deadlines and manage complex caseload.
12. Ability to use IT in the provision of advice and the preparation of reports and

submissions.

13. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
14. Ability and willingness to work as part of a team including paid staff and volunteers.
15. Demonstrate understanding of social trends and their implications for clients and service provision.
16. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.