

Job Description

Job Title: Welfare Benefits Caseworker

Line Manager: Head of Advice Services
Hours: 37 hours p/w (min 24)
Salary: £28,000 – 31,000 p/a FTE
Type of contract: Permanent
Location: Dudley Office/ Wolverhampton Office/ Outreach Venues / Home Working

Main Job Purpose

- To deliver a high-quality, confidential welfare benefits advice and casework service to clients in line with contractual requirements and organisational standards
- This role is intended for an experienced welfare benefits adviser who is able to work with a high degree of autonomy and manage an ongoing benefits caseload.

Where required, the organisation will provide training, supervision and support to further develop casework skills, including more complex casework or appeal-related work.

Main Tasks and Responsibilities

Advice and Casework

- Provide welfare benefits advice and ongoing casework to clients using a range of delivery methods, including face-to-face, telephone, digital channels and outreach
- Manage a caseload of welfare benefits cases, agreed with the Line Manager and reviewed regularly to meet contract requirements
- Act as an adviser, advocate and representative on behalf of clients, including drafting correspondence, making representations and liaising with third parties where appropriate
- Support clients to maximise income through the take-up of appropriate benefits
- Identify related issues that are integral to the client's circumstances and make appropriate internal and external referrals
- Monitor case progression to ensure timely action, clear outcomes and accurate recording

Quality, Compliance and Reporting

- Deliver advice in line with Citizens Advice aims, principles and quality standards
- Ensure casework meets internal quality expectations and relevant external quality frameworks
- Maintain accurate and up-to-date case records and complete statistical returns and reports required by the organisation and commissioners
- Participate constructively in quality assurance processes, including learning reviews and feedback

Outreach and Partnership Working

- Deliver advice services in outreach and community settings, working autonomously and adapting to different service environments
- Build and maintain effective working relationships with partner organisations and external agencies



- Represent Citizens Advice Dudley & Wolverhampton professionally and act as an ambassador for the service

Research and Campaigns

- Contribute to social policy work by identifying emerging trends and barriers faced by clients
- Produce evidence forms and case examples where appropriate to support campaigns and service development

Professional Development and Team Contribution

- Prepare for and attend regular supervision, reviews and annual appraisal
- Take responsibility for identifying training and development needs, supported by agreed learning plans
- Engage positively with training and development opportunities to strengthen specialist casework skills where required
- Contribute to a positive learning culture by sharing knowledge and supporting colleagues and volunteers

Other Responsibilities

- Comply with all organisational policies, procedures and guidelines, including those held on Bright HR (HR software platform)
- Uphold health and safety responsibilities for self, colleagues and clients
- Promote the aims, principles and reputation of the organisation at all times.
- Work flexibly and be prepared to travel across Dudley Borough and the City of Wolverhampton as required
- Support the delivery of the organisation's business plan and strategic objectives
- Undertake any other duties consistent with the role, as reasonably required by Senior Leadership Team or the Chief Executive

Signature of Post Holder:

Date: