

Person Specification Welfare Benefits Caseworker

Essential	
1	Practical commitment and understanding of Citizens Advice values <ul style="list-style-type: none"> • The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice Dudley & Wolverhampton (CADW) • Demonstrate an understanding of social trends and their implications for clients and service provision • Demonstrate through behaviour an understanding and embodiment of our organisation's values, the 4Cs: Connect, Change, Compassionate and Committed
2	Experience <ul style="list-style-type: none"> • Experience of delivering welfare benefits advice work within the last three years, or demonstrable equivalent experience in a related advice role • Experience of effective liaison with external stakeholders and partners and being a representative of an organisation • Proven ability to deal with sensitive issues and competing demands with professional judgement, tact and diplomacy • Ability to work confidently with financial information, including budgets and financial assessments • Ability to work effectively in emotionally demanding situations, demonstrating adaptability, self-awareness and professionalism
3	Planning and Organisation skills <ul style="list-style-type: none"> • Excellent administrative, planning and organisational skills and the ability to work to tight deadlines on a range of tasks at any one time and to manage time effectively and under own initiative • Ability to manage competing demands effectively and remain calm, organised and focused in a pressurised environment • Methodical approach to casework, including following agreed procedures and contributing to service improvements
4	Accurate written Communication skills <ul style="list-style-type: none"> • The ability to work methodically within defined systems and to maintain accurate case and statistical records • Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing • Ability to explain welfare benefits information in an accessible and client-centred way
5	Excellent verbal and communication skills <ul style="list-style-type: none"> • Strong verbal communication skills, including active listening and the ability to communicate effectively with a wide range of people using face-to-face, telephone and digital methods • Ability to explain complex information clearly in a client-centred way and adapt communication style to individual needs • Effective negotiation, liaison and networking skills when working with statutory, voluntary and private sector organisations, including acting as a professional representative of the organisation

6	Experience of working effectively with teams <ul style="list-style-type: none"> • Ability to work collaboratively within a team, contributing positively to a supportive working environment • Commitment to equality, diversity and inclusion, and to maintaining dignity and respect at work
7	Commitment to learning and development of self and others <ul style="list-style-type: none"> • Willingness to reflect on practice and engage positively with supervision and feedback • Commitment to ongoing learning and professional development • Willingness to develop casework skills with training and support where required
8	IT and technological skills <ul style="list-style-type: none"> • Ability to use case management and digital systems effectively to deliver advice and maintain records • Competence in standard IT applications, including word processing, spreadsheets and email • Confidence in using digital tools to support remote and hybrid working
9	Judgement and decision making <ul style="list-style-type: none"> • To be able to work autonomously and to make decisions in the best interests of the clients and/or organisation, recognising when to seek guidance or escalate appropriately
10	Quality <ul style="list-style-type: none"> • Understanding of and ability to deliver an excellent customer-orientated advice service • Work to the required standard as defined by Citizens Advice Performance Quality Framework
11	Flexibility <ul style="list-style-type: none"> • Ability to undertake out of hours' advice sessions • Flexible approach to your place of work in order to meet the needs of the organisation and provide cover where relevant
12	Other <ul style="list-style-type: none"> • Willingness and ability to travel; access to own transport or the ability to move around Dudley & Wolverhampton
Desirable <ul style="list-style-type: none"> • Bilingual skills in a community language • Satisfactory completion of Citizens Advice basic training programme or competencies or equivalent • Experience of undertaking casework 	