



**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 environmentCommitment 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 feedbackCommitment to ongoing learning and professional developmentWillingness 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 recordsCompetence in standard IT applications, including word processing, spreadsheets and emailConfidence 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 serviceWork 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 sessionsFlexible 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 languageSatisfactory completion of Citizens Advice basic training programme or competencies or equivalentExperience of undertaking casework	