

## **NORTH TYNESIDE CITIZENS ADVICE**

<b>Job Description</b>	Trainee SWAT (Social Welfare Advice Team) Caseworker
<b>Responsible to</b>	Social Welfare Advice Team Leader
<b>Salary</b>	£22,778.86 per annum
<b>Hours</b>	37 per week

### **Purpose of the Post**

To provide a high-quality advice service to clients – by a multi-channel delivery (face to face, telephone and electronic communications)

### **Key Areas of Responsibility**

1. To provide a high-quality Social Welfare (debt, benefits and housing) advice service to our clients.
2. To maintain a high standard of case recording and all other necessary records as detailed in the Office Manual.
3. To assist clients with county and magistrates court hearings, if appropriate.
4. To assist clients with benefit entitlement (reviews or appeals, if appropriate)
5. To maintain a caseload relevant to the office requirements.
6. To be responsible for achieving the targets set for this post
7. To attend staff/team meetings as required.
8. To use computers in-keeping with the Service's development of information technology in advice work e.g., *CASE money advice module* (training will be provided if necessary).
9. To work and travel throughout North Tyneside
10. To work flexibly within a team environment.
11. To perform other duties as directed by the Team Leader and to ensure the smooth running of the service.
12. To work within the Aims, Principles and Policies of the CAB service.
13. To contribute to the Social Policy work of the Bureau

Some admin support will be available.

### **Other Duties and Responsibilities**

The Advice Worker will be required to assist in the following duties:

1. The development of links with outside bodies (statutory, voluntary, and private sector)
2. The preparation of the Annual Report
3. Identifying opportunities for the Service's development and undertaking forward planning so the Service is able to respond to local needs.
4. To abide by health and Safety guidelines and share the responsibility for their own safety and that of colleagues.
5. Any other reasonable duties required ensuring the smooth running of the Office.

### **Performance Standards**

Performance standards will be continually assessed by the Team Leader who will be responsible for the team target. You are responsible for meeting the performance standards set for this role. Any under performance will be addressed and if appropriate, remedial support will be provided. If the required standard is still not achieved and failure to deliver continues, disciplinary action will be taken.

### **Working conditions**

1. The post-holder will be directly responsible to the Social Welfare Advice Team Leader
2. Work within a multi-site environment.
3. Operate within an Equal Opportunities Policy.

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### **PERSON SPECIFICATION**

#### **TRAINEE DEBT CASEWORKER (SOCIAL WELFARE ADVICE WORKER)**

##### **ESSENTIAL**

1. At least six-months experience of Social Welfare advice work (debt, benefits and housing) as a paid worker.
2. An ability to meet deadlines, work under pressure, meet performance targets and take responsibility for their work.
3. Ability to work proactively on their own initiative for the benefit of the service.
4. A flexible 'can do' disposition, able to adjust to an environment of constant change.
5. An ability to work cooperatively to achieve team targets.
6. A commitment to the Aims and Principles of the Citizens Advice Bureau.
7. Knowledge and experience of IT systems, software and processes, particularly within an advice setting.

##### **DESIRABLE**

8. A driving licence and access to a car.
9. The ability to identify Social Policy issues arising from advice work and an ability to analyse and report on those issues.