



In partnership with

MACMILLAN
CANCER SUPPORT

Welfare Benefits Caseworker (Macmillan)

Job Pack

Thank you for your interest in working for the Macmillan project at Citizens Advice Salford. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity

Want to chat about the role?

If you want to have a chat about the role further, you can contact elaine.kenny@citizensadvicesalford.org.uk

Applications can be downloaded from our website:

<https://salfordcab.org.uk/work-with-us/>

Our values

Citizens Advice Salford is working for a fairer society where people are free from the effects of poverty and injustice.

We aim to do this by providing the best advice services we can.

We put our people at the heart of how we do things.

We campaign for change - giving a voice to the people who use our services

3 things you should know about us

We're local

We have offices based in Salford, Eccles, Swinton and Walkden and outreaches in Broughton and Cadishead. This year, we have helped 20,000 local people face to face, by phone and online. We are also very proud of the contribution of our volunteers - we made sure that we carried on recruiting throughout the pandemic and our volunteers helped us to open up our face to face services from June 2020 and expand our telephone services when our local community needed us most.

We're here for everyone

We are genuinely accessible - if you need to see us in person we make that happen, if you are vulnerable and want us to work with someone that supports you we make sure that we facilitate that. If you need help online we will provide you with advice or make you an appointment within 48 hours. We also have telephone access night and day and at weekends. We also believe in partnership work to make sure we reach as many people as possible - in March 2020 we joined with partners across the City to work within the award winning [Spirit of Salford](#) so emergency support could be delivered to those most in need due to Covid.

We're listened to - and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us. We believe in campaigning locally, regionally and nationally to raise issues on behalf of our clients and drive real change. We have led the debate on **food poverty** in Salford, campaigned with the Quaker movement for **fairer funerals** and have researched over 5 years around the private housing sector in Salford producing three reports.

How the Citizens Advice network works

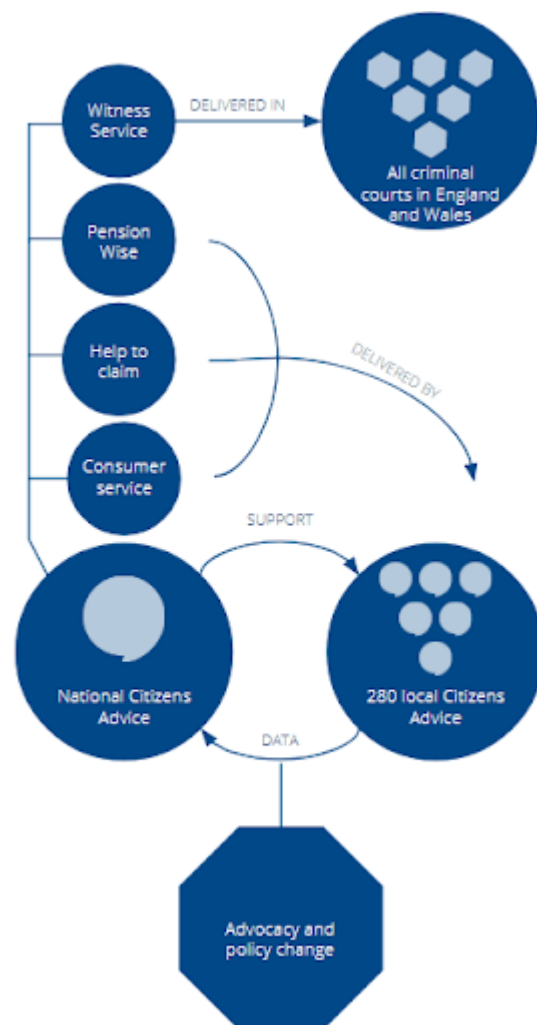
Citizens Advice Salford is a charity established in 1939. We are a member of the Citizens Advice service nationally which is made up of a network of 265 local Citizens Advice organisations across England and Wales.

We employ 30 FTE staff, aim each year to support 70 volunteers and deliver a range of commissioned services covering generalist information, advice and guidance to specialist casework and legal services.

Citizens Advice nationally is a charity which includes nearly 1,000 national staff working in one of the 6 national offices, as homeworkers or as part of the Witness Service from over 240 courts across England and Wales along with a further 3,000 Witness Service volunteers

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets, over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 6,500 local staff over 23,000 trained volunteers



Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.

The organisation and team

The role you're applying for is that of a Welfare Benefits Caseworker. The role is managed by the Case Work Manager.

Here are 3 ways you can find out more about us:

- Hear about how we already support people affected by Cancer in Salford on our [Youtube channel](#)
- Take a look at our [website](#)
- Take a look at the [national Citizens Advice](#) website and the [Campaigning Site](#)

The application process

Applications are to be emailed to elaine.kenny@citizensadvicesalford.org.uk

The role

Role	Social Welfare Law Benefits Caseworker (Macmillan)
Salary	£24,702 to £28,960 dependent on experience Pay award pending in April 2024
Employee Benefits	Employer pension 6% Employer Assistance Programme Holidays 28 days per year rising to 30 days After one years service we offer enhanced family policies including Carers leave and Enhanced maternity pay
Location	Various locations across Salford but some home working available. For the right candidate we would consider a fully remote post.
Hours	Full-time - 36.25 per week.
Reporting to	Macmillan Team Leader

Citizens Advice Salford is a growing and ambitious organisation determined to deliver the highest quality services to the communities we serve. We are leading providers of information, advice and casework services in the City helping 20,000 clients every year

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from people with disabilities and people from Black, Asian and Minority Ethnic groups, as they are currently under-represented in our workforce.

Closing date	Monday 18 March at 9am
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Role profile

Key accountabilities	Key elements & tasks
Advice &	A joint project providing support to people affected by Cancer and funded through a national partnership

Casework	programme with Macmillan. Reporting to Citizens Advice Salford's Casework Manager.
	Provision of a city of Salford wide holistic welfare benefits, debt employment, housing, and general advice service for people affected by cancer, within the aims, policies and principles of the Citizens Advice service covering initial telephone contact, and quick and in-depth enquiries through outreach, home visits or email/phone, and in ongoing casework.
	To advise clients using the service by providing assisted information and in-depth advice enquiries, recording casework, publicity, contributing to research and campaigns and collecting feedback. Attend regular weekly hospital outreaches.
	Provide casework covering the full range of subjects, but primarily in Welfare Benefits, Employment and Debt prevention, recording outcomes and other data, working within benchmarked guidelines.
	Provide a holistic advice service that takes into account the whole advice needs of the client and refer to other advisers or specialist agencies as appropriate.
	Receive calls from clients through the Virtual Call Centre (including video advice) working to a group work schedule covering the opening hours of the service.
	Make home/outreach visits as required using the electronic appointments system.
	Ensure that all casework and data handling conforms to the relevant standards and quality mark at the appropriate level and is GDPR compliant.
	Act for the client where necessary by calculating, negotiating, drafting, or writing letters and

	telephoning, preparing, and presenting cases to the appropriate statutory bodies, tribunals, and courts as appropriate.
Administration Reporting and Public relations	Ensure that all casework and data handling conforms to the relevant standards and quality mark at the appropriate level and is GDPR compliant.
	Maintain timely case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation, to the standard required by Citizens Advice Salford and our funding partner, Macmillan.
	Provide quarterly reports, case studies and client feedback, with input to the annual report.
	Liaise, and work jointly, with local Macmillan Cancer Support representatives and other relevant statutory bodies as appropriate, and to promote the service, and to support us in the information and client use data to meet our funding partner's needs.
	Actively seek opportunities to promote the service, giving talks and attending publicity events for the service and also in partnership with Macmillan.
Research and campaigns	<p>Assist with research and campaign work by providing information about clients' circumstances and raising issues.</p> <p>Provide statistical information on the number of clients and nature of cases and provide regular reports to Citizens Advice management to the Service Manager.</p> <p>Alert other staff to local and national issues</p>
Professional and personal	Keep up to date with legislation, case law, policies and procedures relating to advice for people affected by cancer and undertake appropriate training.

development	Attend relevant internal and external meetings as agreed with the Service Manager.
	Undertake relevant cancer awareness training and assist with service initiatives for the improvement of services.
<p>OTHER DUTIES AND RESPONSIBILITIES</p> <p>Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service. This may include occasional coverage in other areas of Salford.</p> <p>Demonstrate commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.</p> <p>Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.</p> <p>Follow up any safeguarding concerns according to Citizens Advice policy.</p> <p>All Citizens Advice Salford posts have a general Salford mobility expectation</p>	

Person specification

Essential criteria

1. Excellent knowledge and experience of generalist casework. Ideally at least one year's recent experience of Welfare Benefit advice work.
2. Ability to advise pragmatically focusing on the medium- and long-term needs and health needs of the client.
3. Experience of dealing with the public queries through telephone and face to face interviews.
4. Effective oral communication skills with particular emphasis on negotiating and representing.
5. Effective writing skills with particular emphasis on negotiating, representing, and preparing reviews, reports, and correspondence.

6. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
7. Understand the considerations and issues involved when interviewing clients, especially when also working with family members and caregivers.
8. Numerate to the level required in the tasks.
9. Ability to work with a flexible attitude, prioritise own work, meet deadlines, manage caseload, and work mostly independently.
10. Able to work from home adhering to client confidentiality should the office become closed or unsuitable to work from for a period of time due to unforeseen circumstances.
11. Ability to travel to and work alone from various locations, outreaches, and clients' homes, including occasional alternative locations across Salford, and an ability to carry a laptop and leaflets/promotional material.
12. Ability to use IT in the provision of advice and the preparation of reports and submissions.
13. Ability to promote the Service by attending forums, meetings and other events as required, including giving talks and information to an audience and supplying leaflet stocks.
14. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
15. Good team player - ability and willingness to work as part of a team.

Desirable

16. Experience of working remotely from team and supervisor.
17. Some experience of representing clients at tribunals would be beneficial
18. Demonstrate understanding of social trends and their implications for clients and service provision.

19. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.

What we give our staff

We truly value our colleagues - and we show that in what we offer. These range from flexible working arrangements and generous leave entitlement, to a perks package offering some great discounts at high street brands through BHSF and a pension scheme with NEST.

Our new Family Friendly Policy offers Enhanced maternity pay and Carers Leave.

We also offer great learning and development opportunities and an Employee assistance programme

Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - [read the Citizens Advice Future of Advice Strategy](#) that underpins the work of the network.

We wish you every success in your application, and thank you for taking the time to consider joining us.

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