



**North Oxon &  
South Northants**

**Job Title:** Outreach Caseworker and Help2Claim Adviser  
**Contract:** Permanent  
**Hours:** 19.5 hours per week (3 days - must include Tuesday and Thursday)  
**Salary:** £23,122 pro rata  
**Holidays:** 4.6 weeks' paid annual leave, plus statutory holidays on a pro rata basis  
**Reporting to:** Head of Advice

## Job Description

### Context of role

We are looking for an experienced caseworker with a proven track record of providing advice face to face and on the phone. The successful candidate will have the ability to work at caseworker level and will have knowledge of Universal Credit and the ability to support clients to make successful claims. The post will be based in Bicester but will require regular travel to the outreach location and the Banbury Office.

### Role purpose

- To deliver an established and popular advice service at Kidlington.
- To provide an effective and efficient advice service within the aims, policies and principles of the CAB service
- To provide support on the phone to clients making Universal Credit Claims as part of the new help to Claim Service

### Advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice Advisernet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to required quality standards
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Support clients to make successful claims for Universal Credit as part of the Help to Claim Telephone based service.

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## Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to research and campaigns options.

## Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

## Administration

- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure IT information assurance training is completed on an annual basis.
- Ensure that all work conforms to the bureau's systems and procedures.
- Provide statistical information on the number of clients and nature of cases.

## Other duties and responsibilities

- Complete the required training to comply with quality assurance processes.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. Particular note to be taken of this in the context of working at an Outreach setting.

## Person specification

### Essential

- Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.
- Recent experience of advice work preferably within Citizens Advice up to casework level.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Ability to work in an outreach setting with remote support and supervision.
- Effective written and oral communication skills with particular emphasis on negotiating.
- A good up to date understanding of equality and diversity and its application to the provision of advice.
- Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
- Ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production.
- Ability and willingness to work as part of a team.
- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.
- Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
- Ability to understand statistics and check accuracy of calculations.
- Ability to travel to meet the requirements of the post.

### Desirable

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- Experience of welfare rights case work including help with claims and benefit checks and calculations.
- Experience of providing advice via phone, email and webchat.
- Experience of supporting people to make Universal Credit Claims
- Knowledge of the benefits system including Universal Credit.
- Experience of working with clients around debt, employment and housing issues

## CONFIDENTIAL APPLICATION FORM

### Section 1

Head of Operations and Projects  
 Citizens Advice North Oxon and South Northants  
 26 Cornhill  
 Banbury  
 OX16 5NG

recruitment@citizensadvicenosn.org.uk

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs **are not** accepted.

Candidate ref. number (for office use only):	
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#### Position applied for

Job title	
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<b>Personal information and address for correspondence</b>	
First name(s)	
Last name	
Address	
Postcode	
Telephone home	
Telephone work	
May we contact you at work?	Yes / No
Mobile	
Email	
We will normally contact you by email, however, if you would prefer to be contacted using another method please let us know here:	

<b>Entitlement to work in the UK</b>
<b>To take up this post you must have the right to work in the UK.</b>
Please note that Citizens Advice North Oxon and South Northants does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

<b>Criminal convictions</b>	
Having a criminal record will not necessarily bar you from working for Citizens Advice North Oxon and South Northants – much will depend on the type of job you have applied for and the background and circumstances of your offence. For this post, an offer of employment will be subject to a DBS check.	
Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?	Yes / No
If YES please provide details of the offence and the date of conviction.	

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**References**

Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview.

**Referee 1**

**Name**

**Address**

**Postcode**

**Telephone**

**Email**

In which context does this referee know you?

**Referee 2**

**Name**

**Address**

**Postcode**

**Telephone**

**Email**

In which context does this referee know you?

## Section 2: Information, experience, knowledge, skills and abilities

### IMPORTANT INFORMATION

**It is essential that you complete this section in full. If you require any clarification, please email [recruitment@citizensadvicenosn.org.uk](mailto:recruitment@citizensadvicenosn.org.uk)**

- Please explain how your experience, skills and knowledge meet the criteria for the post

### Career history

Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if

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necessary.)				
<b>Employer's name and address and type of business</b>		<b>State position held and outline briefly the nature of the work and your responsibilities</b>		
		Dates:	From	To
		Reasons for leaving:		
		Dates:	From	To
		Reasons for leaving:		
		Dates:	From	To
		Reasons for leaving:		
		Dates:	From	To
		Reasons for leaving:		

<b>Educational history</b>
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Please give details of educational qualifications you have obtained from school, college, university etc.

Subject	Level	Grade

**Professional development**

Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken.

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**Declaration - General Data Protection Regulation (GDPR)**

The EU GDPR replaced the Data Protection Act 1988 as of 25<sup>th</sup> May 2018. This new regulation is designed to protect citizens from privacy and data breaches and CANOSN are committed to being fully compliant.

**Please note** as part of the recruitment procedure we may collect and store sensitive

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personal data about you. Sensitive personal data is defined as information relating to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

It is our policy to store recruitment data on the cloud platform "PeopleHR". For paid staff, we also maintain paper HR files.

When a member of staff leaves, their online record and paper file will be archived and permanently deleted after 6 years, unless we have a legal basis for extending this period. In this instance, we will notify you.

**We are required by law to obtain your consent to such data being recorded.**

**GDPR Declaration:**

- *I give my consent to sensitive personal information being recorded and stored as outlined above.*
- *I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed.*

Signed:

Dated:

**If you are sending your application form by email, please mark this box  (as a substitute for your signature) to confirm that you agree to the above declaration.**

Please return this form to: [recruitment@citizensadvicenospn.org.uk](mailto:recruitment@citizensadvicenospn.org.uk)

Or

**Recruitment  
CANOSN  
26 Cornhill  
Banbury  
OX16 5NG**

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**CONFIDENTIAL APPLICATION FORM  
SECTION 3**

**Diversity monitoring**

Please note **Section 2** will be detached before sending your application to the recruitment panel for shortlisting.

<b>Job title:</b>	
<b>Candidate ref. number (for office use only):</b>	

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the following information.

All information will be treated confidentially and will be separated from your application form before making any selection decisions.

If you prefer not to answer any of the questions please leave them blank.

**This information will not affect your application.**

## Diversity Monitoring Information Form

**Age:**  <25    25-34    35-44    45-54    55-64    65+

**Gender:**  Male    Female   I prefer to use another term..... (please write in)

**Health:**   **Do you consider yourself to have a disability?**    Yes    No

*A disabled person is defined under the Equality Act 2010 as someone with a 'physical or mental impairment which has a substantial and long term adverse effect on that person's ability to carry out normal day-to-day activities.'*

**Ethnic Group:** Please indicate your ethnic group by ticking one box (or leave blank)

<i>White</i>	<i>Mixed/multiple ethnic groups</i>	<i>Asian / Asian British</i>	<i>Black African/ Caribbean/ Black British</i>	<i>Other Ethnic Group</i>
<input type="checkbox"/> English/Welsh Scottish/Northern Irish/British	<input type="checkbox"/> White and Black Caribbean	<input type="checkbox"/> Indian	<input type="checkbox"/> African	<input type="checkbox"/> Arab
<input type="checkbox"/> Irish	<input type="checkbox"/> White and Black African	<input type="checkbox"/> Pakistani	<input type="checkbox"/> Caribbean	<input type="checkbox"/> Other Please write in.....
<input type="checkbox"/> Gypsy or Irish Traveller	<input type="checkbox"/> White and Asian	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Other Please write in.....	
<input type="checkbox"/> Other Please write in.....	<input type="checkbox"/> Other Please write in.....	<input type="checkbox"/> Chinese		
		<input type="checkbox"/> Other Please write in.....		

*From which website publication or other source did you first learn of the post?*

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