



Enfield

Housing Caseworker

Job pack

Thanks for your interest in working at Citizens Advice Enfield. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

1. Our values
2. Three things you should know about us
3. Overview of Citizens Advice and Citizens Advice Enfield
4. The role profile.
5. Person specification
6. What we give our staff
7. Equality and diversity
8. Terms and conditions
9. How to apply



Our Values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

Three things you should know about us?

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales. In Enfield we operate from one main office location and provide advice by phone and at various outreach locations across the Borough.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. 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.

How Citizens Advice Enfield works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits our network of independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do 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 Role

Citizens Advice Enfield is a busy service helping around 6,000 clients a year to solve around 25,000 problems. We are open 5 days a week and currently operate a telephone adviceline triage service from 10am to 4pm Monday to Friday.

Our priority commissioned areas are Benefits, Debt and Housing and we have a small team of caseworkers for each. Appointments are booked through a combination of self-referral via the adviceline and referrals from funded partners.



Role Description

We are looking to take on a Housing caseworker to join our small advice team consisting of specialist caseworkers and generalist advisers. We are looking for an experienced and pro-active individual with in-depth knowledge and experience of providing housing advice and casework that meets quality standards and achieves performance targets.

You will have gained a minimum of 2 years' experience of housing advice and casework through paid or voluntary experience. You will deliver multi-channelled advice across the full range of the housing problems experienced by our clients.

Citizens Advice Enfield is a great place to work – with a friendly and supportive team. We are busy and set targets to meet funding requirements. At the outset we are offering a 1-year fixed term contract. We will review an extension based on further project funding.

Housing Caseworker

Role description

Job Title:	Housing Caseworker
Reporting to:	Advice Supervisor
Salary:	£36,152
Hours:	Full-time
Duration	12 months initially subject to funding extension
Employers' Pension contribution	4%
Location:	Based in Vincent House. Hybrid working available after the initial qualifying probation period.
Purpose of the job:	To provide housing advice and casework service to clients within our community.

About the role

I). Casework

- Provide efficient and effective specialist advice and casework on the full range of housing issues (including homelessness, allocations and landlord issues) that meet funder requirements, quality standards and achieves performance targets.
- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate or required.
- Identify key information about the problem presented including time limits, key dates and requirement for urgent advice or action.
- Interviewing clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to make informed decisions.
- Negotiate with third parties in writing and on the telephone.
- Act for the clients where necessary by calculating, negotiating, drafting or writing letter and telephoning.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available.
- Refer clients on to colleagues or other agencies as appropriate for specialist help with issues that fall outside the remit of the caseworker and/or the service.
- Support Citizens Advice's policy work by providing case studies, and feedback on issues of concern to people within the specialist area.
- Supervision and Quality Assurance as required or delegated during gaps in the service
- Act as a housing specialist for volunteers and paid staff providing advice, information and support as needed.
- Meet targets as set by the organisation for specialist casework
- Take ownership for monitoring own workload eg proactively reviewing progress on current cases, outcome of completed cases, closing cases and quality control.
- Complete project monitoring forms with case studies and provide information about the project to assist with report preparation.

- Ensuring that all casework conforms to the organisations Office Manual and the Advice Quality Standard and/or the specialist Quality Mark as appropriate.

II). Administration and IT

- Maintain detailed case records using the organisation's CRM (Casebook), for the continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure all sensitive data is adequately protected and handled in accordance with the organisation's confidentiality procedures, and in line with data protection regulations.
- Be self-administering (client letters, documents, reports) complying with current practices, policies and procedures.

III). Research & Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisations management.
- Alert clients to research and campaign options

IV). Professional Development

- Attend relevant internal and external meetings or network events as agreed with the line manager.
- Attend learning events and carry out learning activities in line with continuing professional development requirements.
- Keep up to date with legislation, case law, policies and procedures relating to housing and attend appropriate training.
- To identify and develop your own learning opportunities.
- Read relevant publications.

V). Other

- Willingness to work in a way that contributes to a positive working environment for all staff.

- Develop and maintain good working relationships with the team, sharing information and making a positive contribution at meetings.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.



Person Specification

I). Essential Criteria

- A minimum of 2 years' experience of providing good quality specialist housing advice, casework and representation on the full range of housing matters.
- Demonstrable knowledge and understanding of housing law, regulations and guidance.
- An understanding of welfare benefits issues in housing cases, and experience of giving generalist advice in these subjects.
- An ordered approach to casework.
- An understanding of working within an efficient case management system to provide effective advice and casework that achieves positive outcomes for clients.
- A disciplined approach to record keeping and data protection and an understanding of the need to monitor the experience of clients and the difference our service makes.
- Ability to use own initiative, prioritise workload and manage time, resources and own cases effectively ensuring ability to meet deadlines.
- Excellent verbal and written communication skills, including the ability to draft written submissions, negotiate face-to-face or on the telephone with third parties, and when advocating and/or representing clients in formal settings.
- Awareness of, and ability to, understand and empathise with clients from a diverse range of backgrounds.
- Good interpersonal skills and the ability to relate to a wide cross section of people, including the ability to deal with potentially difficult or stressful situations, whilst maintaining a professional approach.
- Good working knowledge of IT packages, particularly Office suite and SharePoint, and the ability to use IT to maintain databases, record cases and outcomes, and write reports.

- Reasonable numeracy skills required to understand statistics and produce data.
- An understanding of the importance of safeguarding and application of safeguarding policies, procedures and good practice.
- Ability and willingness to work well within a team, sharing information, contributing positively, whilst being able to challenge sensitively and receive constructive feedback.
- Ability to build effective relationships and work in partnership with external agencies and effectively liaise with a range of service providers or agencies.
- A good up-to-date understanding of equality and diversity and its application to the provision of advice.
- A flexible approach to service delivery and the ability to adapt to changing client needs, and funder demands.
- A willingness to commit to a high level of training, identify own training needs and participate in continued personal development opportunities.
- An understanding of and commitment to the aims, principles and equality policies of the Citizens Advice Service

II). Desirable Criteria

- Ability to speak a Community Language such as Somali, Turkish, Bulgarian or other European language.

Note: In accordance with Citizens Advice national policy we may have the successful candidate screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



What we give our staff

We offer a range of employee benefits including:

- 30 days annual leave (FTE).
- An employer matched pension contribution currently at 4%
- Access to Telus, an Employee Assistance Scheme which offers help and support with mental, financial, physical and emotional well-being.
- Opportunity for hybrid working following completion of probationary period.

Citizens Advice Enfield is an equal opportunities employer and encourages applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

IMPORTANT

Please note, we do not accept CVs/Cover Letters as a form of application for our vacancies. Use the application form that forms part of this job pack and please read the accompanying notes on how to complete.