



The role

30 hours a week

£22,034.87 - £24,483.19

Permanent

Are you passionate about making a difference in people's lives? There's never been a more important time to join Citizens Advice. With the soaring cost of living, individuals and families are struggling to make ends meet, and we're experiencing record-breaking demand for our services. As a Caseworker, you'll work directly with clients who are facing these challenges, offering guidance, support, and practical solutions to help them navigate complex issues such as housing, benefits, debt, and employment. If you have a strong commitment to social justice and want to be on the front lines of providing essential support, this role offers a rewarding opportunity to make a real impact.

In this role, you'll be at the heart of our efforts to help those most affected by the current crisis. You'll conduct thorough assessments of clients' situations and advocate on their behalf with local authorities and service providers. Your ability to listen empathetically, analyse situations, and provide clear, actionable advice will be crucial in helping clients overcome obstacles and find a way forward. Every day will bring new challenges and opportunities to directly improve the lives of people who need it most.

Joining Citizens Advice means becoming part of a team dedicated to making a real difference in people's lives. You'll have the opportunity to work alongside passionate professionals in a supportive environment that values integrity, support, inclusion and collaboration. If you're ready to take on a pivotal role that impacts every people's live and contributes to a greater cause, we'd love to hear from you.

Deadline for this role is 9am Monday 11th August 2025

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce.



Role profile

Role	Caseworker (Benefits, Debt and Housing)	
Job family	Service Delivery	
Reporting to	Casework Team Manager	
Salary / Grade	£22,034.87 - £24,483.19	
Hours	30hours	
Location	<p>Guildford and Waverley - with travel to other offices expected as needed</p> <p>Flexibility for some remote working dependent on service and client need as agreed between teams</p>	<p>Level of travel:</p> <p>Medium</p>
Team overview	The CASWS Service Delivery team is structured to reflect the different levels of advice and delivery across the organisation, ranging from information to full casework.	
Role purpose	<ul style="list-style-type: none"> To deliver up to casework level support to agreed standards 	
Functional responsibilities /competencies	Key elements/Tasks	% of Time
<p>Service Delivery – take responsibility for the delivery of casework level services in CASWS locations and remotely.</p>	<ul style="list-style-type: none"> Accept referrals and undertake delivery of casework to progress clients to achieve the right outcomes, in line with relevant contracts and projects. Explore clients' issues and circumstances in enough detail to work out next steps, including: <ul style="list-style-type: none"> identifying key dates and time limits relating to client's issues reviewing case records and referrals accurately and objectively, ahead of appointments where the client is a returning client explore and understand client capability to tailor your support Explain and obtain consent for referral for partner agencies and what will happen Provide casework to relevant standards, covering the full range of issues on debt, welfare benefits and housing, depending on relevant project requirements, including: <ul style="list-style-type: none"> Using AdviserNet, other valid and/or trusted adviser resources, and relevant legislation to 	<p>50%</p>

	<p>research, analyse and correctly interpret information and identify possible options appropriate to the client's circumstances.</p> <ul style="list-style-type: none"> • Assess client's capability to agree appropriate next steps to progress their case and achieve the right outcome. • Deliver casework and advice through face to face, telephone or digital channels, according to client need and preference. • Correctly identify and agree next steps with clients and who is doing what within appropriate timescales, including giving practical help where appropriate • Negotiate and advocate on behalf of the client to achieve desired outcome (where appropriate) including: <ul style="list-style-type: none"> • Developing relationships with relevant local service providers to act on behalf of the client effectively • Taking responsibility for actions on behalf of a client • Prepare cases for representation in court or a tribunal • Represent clients at tribunals and other review, appeal or proceedings, using the approach and tactics most likely to achieve best possible outcome (where applicable) • Effectively consult with the Advice Supervisor, Casework Team Manager, other relevant supervisors, in-house specialist, Expert Advice Team or external specialists as appropriate • Make internal and external referrals • Ensure compliance with relevant standards, including Money and Pension Service, FCA requirements and Citizens Advice Quality of Advice standards. • Effectively manage and prioritise caseload, keeping clients informed of progress, alerting your line manager to any barriers to effective working and use casework to support the advice service (to maintain and improve standards) including: <ul style="list-style-type: none"> • Making effective use of planning tools and regularly review outstanding casework to prioritise workload • Engaging in Quality of Advice Assessment (QAA) processes, including file reviews, reflect on the 	
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	<p>evaluations and feedback given, and seek to continuously improve the quality of advice given to clients</p> <ul style="list-style-type: none"> • Gather feedback on the service provided • Support our research and campaigns work, including submitting evidence forms. 	
<p>Use client management system - to accurately record client interactions and meet service and funder requirements</p>	<ul style="list-style-type: none"> • Find existing clients, update client records, permissions/consent, or create a new client on Casebook • Understand the Quality of Advice Assessment (QAA) process and adds case notes to client records that meet the quality standards (including using Advice Issue Codes (AICs)) • Use the system to book appointments, add tasks and/or refer to other local Citizens Advice. • Obtain and record client consent for referrals to external agencies, and authority to act, and attach documents to case record • Record client outcomes • Contribute to/write reports relevant to the role • Provide required data, case recording and information to support contract requirements, including case studies. 	<p>35%</p>
<p>Team – work as part of a wider caseworker and organisational team</p>	<ul style="list-style-type: none"> • Participate in organisational initiatives to develop and improve services. • Prepare for and attend supervision sessions and other meetings with your line manager as appropriate. • Maintain good working relationships with the wider casework and service delivery team, participating and contributing to caseworker meetings. • Take part in team and peer support activities. • Work with volunteer caseworkers where agreed, delegating and supporting where appropriate to delivery. • Contribute to a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and team members are motivated to do their best. 	<p>10%</p>
<p>Other</p>	<ul style="list-style-type: none"> • Develop and maintain working relationships with other professionals and stakeholder working with our client groups, including representing the service at meetings with other agencies and delivering information sessions as appropriate. 	<p>5%</p>

	<ul style="list-style-type: none"> •Promote the service to client and stakeholders •Keep up to date with legislation, caselaw, policies and procedures. •Undertake appropriate training and activities to maintain standards. •Manage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in support. • Deputise for the Casework Team Manager from time to time. • Undertake other duties as may be reasonably required within the scope of the role. 	
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Person specification

Essential criteria

1. **Organised, proactive and self-motivated, with the ability to identify barriers to success and know when to seek help in resolving them.**
2. **Thorough understanding of the relevant advice topics, including debt, benefits and housing, with the ability to work with clients on a range of solutions, working to relevant Advice Quality Standards.**
3. **Excellent communication skills - face to face, in writing and over the phone, with the ability to use sensitive listening and questioning to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them.**
4. **Excellent organisational and administrative skills, including the ability to write accurately and concisely in a timely manner, with good literacy and numeracy skills relevant to the role.**
5. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
6. Ability to prioritise own work, meet deadlines and manage workload in a busy environment with competing demands.
7. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
8. A willingness to work with people from diverse backgrounds, whilst giving advice in a non-judgemental way.
9. Ability to work independently, and away from the office.
10. Proficient in use of digital systems, including case management, remote working, and Office 365 applications, and the ability to use required management systems, tools and processes for the purposes of the role.