**Information Pack –** **Trainee Benefits Caseworker Vacancy**

**April 2024**

Thanks for your interest in working at Citizens Advice Bath and North East Somerset. This job pack will give you everything you need to know to apply for this role and what it means to work for us.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of Citizens Advice and Citizens Advice Bath and North East Somerset
* The role profile and personal specification
* Summary terms and conditions
* What we give our staff

**Citizens Advice 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 the Citizens Advice service**

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.

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.

**** **Overview of Citizens Advice**

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| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 260 local Citizens Advice members.    This role sits within 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. | **C:\Users\richardy.BATHCAB\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\9F62BE05.tmp** |

**About Citizens Advice Bath and North East Somerset**

**We value diversity and promote equality and would welcome suitably qualified people with disabilities and minority ethnic applicants as these groups are under-represented in our workforce.**

Citizens Advice Bath and North East Somerset is an independent local charity providing information and advice to residents of the BANES council area. We aim to empower people to resolve their problems and change their lives for the better.

We provide free, independent and confidential advice. Whoever you are. We help people overcome their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality, and challenge discrimination and harassment.

We’re here for everyone in the Bath and NE Somerset area and we work in partnership with other local services to provide the best possible advice and information to meet the needs of local residents.

We offer information and generalist advice on any issue and specialist benefits and debt advice. We also offer specialist legal advice delivered by professionals acting on a pro bono basis.

Details of all our advice services are on our website – [www.citizensadvicebanes.org.uk](#)

We have 25 paid staff, though we use volunteers to deliver most of our advice services and for a variety of support roles. As well as giving advice we aim to prevent the problems that affect people’s lives – we collect evidence of practices and policies that cause the issues we help with; our knowledge of clients’ problems and circumstances enable us to campaign for change to get a fairer deal for everyone.

For more information about our services and impact, please see our [2021 annual report](#).

**About Citizens Advice Health and Wellbeing Team**

We provide quality assured advice and casework services across Bath and NE Somerset, Wiltshire and Mendip areas.

The Macmillan welfare rights service provides advice and information on welfare benefits and entitlements to people affected by MS or cancer living in the Bath & North East Somerset area and/or being treated at the RUH or Dorothy House. We provide free, confidential advice on a range of issues including benefits and income maximisation and assist with any other related issues, such as housing, debt and employment. Our aim is to ensure that people affected by MS or cancer receive the support and help they need.

Our Health and Wellbeing team was established 14 years ago and is recognised by Macmillan as being one of their highest performing partnership teams in the UK!!

Due to the quality of our team and its outstanding results for clients our partnerships have grown rapidly over the last 3 years to now include Macmillan, Dorothy House and Bath Mind you will be joining a high performing team which puts the client at the centre of everything we do.

Are you looking for an opportunity to learn new skills and provide an essential service in your community? Do you have transferable skills and life experience that you would like to convert into a truly worthwhile new career? Would you like to join a team of dedicated Healthcare Benefits Team within Citizens Advice Bath & North East Somerset? We are looking for a Trainee Benefit Caseworker to join our growing benefits advice team of paid caseworkers and volunteers. Our team is funded by a combination of local and national organisations initially for 3 years.

The post is for 15 hours per week (hours and days can be flexible).

We value diversity and promote equality and would welcome suitably qualified people with disabilities and minority ethnic applicants as these groups are under-represented in our workforce.

**** **The role**

As a Trainee Benefits Caseworker, you will be working towards providing a holistic benefits advice service primarily through our face to face service. You will be following the Citizens Advice Generalist Certificate in Advice pathway through a combination of face to face training sessions, e-learning and on-job training. With training and support you will be providing clients with the support they need to navigate and apply for benefits within the Department for Work and Pensions (DWP) benefits system, including assisting clients to make applications & challenging decisions that are incorrect on behalf of our clients.

**** **Role profile**

**Please see our website for the person specification for this position.**

** Terms and conditions**

Location: Hybrid working flexibility with travel across BANES, Wiltshire and surrounding areas visiting clients.

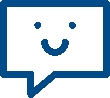
Salary: £24,386 (pro rata based on a 37.5 hour week) rising to £27,158 on completion of Caseworker training

Hours: 15 hours per week, times and days flexible

Contract: 3-year contract with extension subject to funding

Driving licence: Will be required for this role

DBS check: This role is subject to enhanced DBS check

**** **What we offer our staff**

* 6% employer pension contribution
* Flexible working arrangements
* 24-hour access to online wellbeing and mental health support.
* Training through our nationally recognised Citizens Advice Generalist Certificate in Advice.
* 5 weeks annual leave, plus bank holidays and additional days between Christmas and New Year. Additional long service days are provided from the 5th year of service.

**To apply**

Job pack and application form are at: [www.citizensadvicebanes.org.uk/about-us/job-vacancies](#)

If you have any questions, please e-mail our Project Lead [karen.gough@Cab-banes.org](#) or call 07764 449841

To apply please download and complete the application form and e-mail it to [emily.davies@cab-banes.org](#), or post it to Emily Davies, CA BANES, 2 Edgar Buildings, George Street, Bath BA1 2EE.

Please address each point of the person specification in your application.

Closing date: Sunday the 28th of April 2024 at 5pm

You must be entitled to work in the UK and appointments will be made subject to references.

Citizens Advice Bath and North East Somerset is the operating name of Bath and District Citizens Advice Bureau, a registered charity and company limited by guarantee. Charity Registration Number: 1025392; Company Registration Number: 2845028 England; Registered office: 2 Edgar Buildings, Bath, BA1 2EE; Financial Conduct Authority Number: 617504