



Mental Health Service Caseworker – Role Description

Citizens Advice East Berkshire

At Citizens Advice, we've been solving life's problems for more than 80 years. We support our local community with expert free, independent, confidential, and impartial advice.

Serving the people of Bracknell, Slough and the Royal Borough of Windsor and Maidenhead last year we supported over 8,400 people securing £3.6 million of financial benefit. We know more people want our help and, at present, we are only able to meet some of the demand.

Join Our Team as a Mental Health Service Caseworker

Are you passionate about making a difference in the lives of individuals experiencing mental health challenges? Citizens Advice East Berkshire is seeking a dedicated individual to join our team as a Mental Health Service Caseworker. In this role, you'll provide specialist support to clients, delivering expert advice and casework to empower them towards recovery and independence.

Role Overview:

As a Mental Health Service Caseworker, you will deliver specialist casework to achieve positive advice outcomes for people within the local community. You will be providing specialist advice on subjects such as benefits, debt, housing and employment to clients within community venues across East Berkshire. You will often be supporting people with significant mental illness. The role works closely with professional and voluntary sector partners, as well as a committed and experienced team. An Enhanced DBS check is required for this role.

You will have strong attention to detail, be approachable and friendly and have the flexibility and resilience to deal with challenges that this role may present. You will most importantly have experience of supporting others and have proven experience in an advice-giving capacity.

We are advertising for a full-time position but would be open to a combination of part-time hours for suitable candidates. This role is predominantly working from Citizens Advice East Berkshire Offices and but some home visits and hybrid working will be possible. We will provide a suitable laptop, telephony, and headset. This role is a permanent position

Aims of the Mental Health Service

- To improve the quality of life for adults with a mental health illness through access to a specialist service tailored to the client group, providing free, independent, confidential, and impartial advice for people who due to their illness are inhibited from using general advisory services at that point in time.
- Support, educate and raise awareness to ensure people with mental health problems are appropriately supported within general advisory services, by working within the provider and with other stakeholders

- Support clients to obtain additional and appropriate benefits to assist independence, support quality of life and recovery.
- Manage and reduce the debt burden of clients with a mental illness.
- Support resolution of housing or employment issues that may have a negative impact on their independence and mental well-being.
- Raise local and national awareness of the types of problems encountered by clients of the service.
- Reduce anxiety and stress by ensuring that clients that would benefit from support are able to access an advisor, or supported to do so, prior to escalation of their issues having a detrimental effect on their mental health.

Key Details:

- **Salary:** £25,000+ per annum dependant on experience
- **Hours:** 37 hours per week (alternative hours considered)
- **Contract Term:** Permanent
- **Location:** Citizens Advice East Berkshire Offices and surrounding areas (some hybrid working is possible)

Main Duties and Responsibilities:

- **Advice Service**
 - To provide detailed specialist advice and casework on a range of issues presented by clients, supporting well-informed choices and decisions, negotiating with third parties (statutory and non-statutory), completing forms and supporting clients with navigating relevant processes.
 - To carry out advocacy and representation where appropriate at tribunals and court including preparation of appeals.
 - To work with clients, health professionals and others, by telephone, email and in person, working at outreach locations where agreed.
 - To maintain a focus on achieving positive outcomes, including financial gains from welfare benefits, improved money, and debt management, securing housing, and consequent improvements in health and wellbeing.

Professional Development

- To participate in learning and development activities to achieve and maintain caseworker competences, including undertaking skills and subject based training as appropriate.
- To keep up to date with relevant legislation, case law, policies and procedures, and share news and developments with the wider team.

Sharing expertise

- To work with teams across Citizens Advice East Berkshire to share expertise, carry out supervision and make and receive specialist referrals as appropriate.
- To design and deliver in-house and external local training as required and appropriate.
- To take a lead role in promoting and carrying out research and campaigns work, particularly focusing on discrimination and other barriers faced by service users, contributing to reports and case studies where agreed.

- To act as a role model for best practice in case and client management.

Administration

- To manage own caseload, using case management and other systems effectively, to ensure sensitive, successful and timely support for clients.
- To manage case information to enable required reporting, case studies and outcomes measures.
- To ensure that all work complies with relevant Citizens Advice quality standards, systems and procedures.
- Ability to be able to work with minimal supervision in a sensitive environment with people who are facing crisis and hardship.

Generic

- To keep an up-to-date understanding of Citizens Advice aims, policies and procedures and ensure these are followed.
- To ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- To keep up to date with research and campaigns issues and provide evidence as appropriate.
- To maintain effective admin systems and records relevant to the role.
- To attend regular internal and external meetings relevant to the role.
- To work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team.
- To abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
- To identify your own learning and development needs and take steps to address these.
- To carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

Networking and partnerships

- To develop links with relevant statutory and non-statutory agencies relevant to the role.
- To participate in local community and liaison work as appropriate.

Person Specification

To be successful, we would like to you to demonstrate the following:

- Empathy and motivation to provide good quality advice and casework support to clients.
- Experience of delivering advice and casework, particularly on the subjects of welfare benefits and debt advice, in person and remotely.
- Commitment to achieving the best outcomes for clients through delivery of high-quality advice and casework.
- Strong organisational and time management skills, using systems effectively, prioritise appropriately, and enable timely responses to client needs.
- Able to demonstrate good communication, listening skills and empathy to respond appropriately to sometimes challenging behaviour.

- Able to demonstrate adaptability, to manage different situations calmly and professionally.
- Ability to work independently, be solution focused and be proactive in managing challenges.
- Able to effectively and confidently use IT systems as a core element of day-to-day work, including case management, debt and benefits calculations.
- Self-awareness to enable giving and receiving feedback; and constructive engagement to achieve development goals.
- Willingness to carry out role in main office and other locations such as home visits and outreach venues to meet service delivery needs, with an understanding of the challenges in seeing clients away from the main premises.
- Ability to demonstrate a commitment to the aims and principles of the Citizens Advice service, including its equality and diversity policies, and research and campaigning role.
- Ability to contribute to an inventive, responsible and generous organisation and team culture, sharing tasks and supporting organisation goals.
- Ability to use and act on a range of reference resources.

We welcome diversity both in our people and our thinking.

Interview slots will be filled as they are received for suitable candidates and the openings will close upon successful appointment, so it is advised applications are submitted promptly to avoid disappointment.

You must be eligible to work in the UK and an Enhanced DBS check is required for this role.

Remuneration:

This role reflects an attractive remuneration package with excellent terms including:

- Flexible and hybrid working options
- Pension Scheme
- Employee Assistance Programme with 24/7 telephone support service
- Employee Discounts Scheme
- Generous holiday entitlement of 25 days per year (in addition to bank holidays), plus gifted holidays during the Christmas period
- Good transport links

Join Our Team: If you're ready to make a positive impact in your community and support individuals on their journey towards recovery and independence, apply now to become our newest Mental Health Service Caseworker.

To Apply: After reviewing the Job Description and Information Pack, please send your CV and a cover letter outlining your suitability for the role to recruitment@caeb.org.uk.

For an informal and confidential discussion about this position, please contact recruitment@caeb.org.uk.

Interviews will be arranged as they are received for suitable candidates and the openings will close upon successful appointment, so it is advised applications are submitted promptly to avoid disappointment.

Please be aware that Citizens Advice is not a sponsoring organisation. Therefore the successful applicant must already possess the right to work in the UK.

Please also note, in the event of a high number of applications, we reserve the right to close the application early.

Citizens Advice East Berkshire is an equal opportunity employer. We welcome applications from all qualified individuals regardless of race, ethnicity, gender, sexual orientation, disability, religion, or age.