

Mental Health Project Debt Caseworker

Thanks for your interest in working at Citizens Advice East Berkshire. 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 East Berkshire.

In this pack you'll find:

- Our values
- Things you should know about us
- Overview of Citizens Advice East Berkshire
- The role profile and personal specification
- Terms and conditions
- What we give our staff



We are...
**highly trained
advisers here
to help.**

We are



The people's champion.

Our mission and values

Our mission is to provide trusted advice at times of change.

Provide advice fit for the future

be there for people when they need us in the ways that make the biggest impact.

Close the gap

end the disparities in access and experience for marginalised people.

Take early action

prevent more people reaching crisis by addressing problems early.

Our values

- To empower clients to understand and exercise their rights and responsibilities.
- To provide, consistent, high quality, independent advice.
- To be Inclusive and flexible, adapting to the changing needs of our clients and society. We promote access to those in greatest need whilst challenging discrimination.
- We are impartial, non-judgmental, act with integrity and learn from feedback.
- We are one team of staff and volunteers, working together with our clients at the forefront of our minds.



How Citizens Advice works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 240 local Citizens Advice members.

This network of independent charities, delivers services over:



84% of people using our local services would recommend us to a friend.

No one encounters as many people with such diverse challenges as we do - giving us unmatched insight into the issues shaping lives today.

Citizens Advice East Berkshire

Serves a population of 435,000 residents living in the areas of:

- Bracknell Forest
- Royal Borough of Windsor and Maidenhead
- Slough

We have offices and outreach services across East Berkshire.

We deliver our service through

- Phone
- Drop in
- Outreach and referral

[Read our 2024/25 Annual Report here.](#)



Key headlines for 2025 /26

Citizens Advice East Berkshire



Our income was £793,769, we spent £740,520 delivering our services



We have 17 staff and 71 volunteers



We helped 6,395 people and handled 7,588 cases



With 36,345 issues



We gained £8.8m back for clients through assisting them to gain their rightful benefits and helping them write off debts.



Most of the people we advised had problems with benefits, debt and housing issues.



Our clients are very diverse and more than half of the people we advise have a disability or long-term health challenges.

Role Profile

Mental Health Project debt caseworker

Location: Community venues across East Berkshire

Responsible to: Head of Advice

Hours: Part Time –15 hours per week (approximately 0.4 FTE)

Salary: £11,557 (£28,892 FTE)

Contract: Permanent, subject to funding

Job Purpose

Role Purpose

This post is to deliver casework to achieve positive advice outcomes for people within the local community. You will be providing specialist advice on debt (including income maximisation) 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. A DBS check is required for this role.

Main Duties and Responsibilities

Advice Service

- Provide detailed advice, advocacy, practical support, and casework specialising in debt supporting well-informed choices and decisions, negotiating with third parties (statutory and non-statutory), and support for tribunal and County Court cases.
- Work with clients, health professionals and others, by telephone, email and in person, working at outreach locations where agreed.
- Focus on achieving positive outcomes, including financial gains from income maximisation and debt management, alongside improvements in clients' health and wellbeing.
- Manage a caseload of clients, ensuring progress is clearly defined and case progression is timely and dynamic.

- Work with other specialist advisers across Citizens Advice East Berkshire to share expertise, training, and supervision, managing referrals where appropriate.
- Participate in research and campaigns work, particularly focusing on discrimination and other barriers faced by service users, contributing to reports and case studies where agreed.

Professional Development

- Participate in learning and development activities to achieve and maintain caseworker competences.
- Keep up to date with relevant legislation, case law, policies and procedures, and undertake subject based training as appropriate.

Administration

- Manage own caseload, using case management and other systems effectively, to ensure successful and timely support for clients.
- Manage information to enable required reporting, case studies and outcomes measures.
- Ensure that all work complies with relevant Citizens Advice quality standards, systems and procedures.

Generic

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and provide evidence as appropriate.
- Maintain effective admin systems and records relevant to the role.
- Attend regular internal and external meetings relevant to the role.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team.
- Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
- Identify your own learning and development needs and take steps to address these.

- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

Networking and partnerships

- Develop links with relevant statutory and non-statutory agencies relevant to the role.

Person Specification:

- Empathy and motivation to provide good quality advice and casework support to clients.
- Experience providing advice and casework, particularly in welfare benefits and debt, both 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 challenging behaviour.
- Able to demonstrate adaptability, to manage different situations calmly and professionally.
- Ability to work independently, with the confidence to ask for help from the wider team 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 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.
- To provide evidence as appropriate of any research and campaign issues.
- Ability to contribute to an inventive, responsible and generous organisation and team culture, sharing tasks and supporting organisation goals.
- Ability to utilise a range of reference resources.

What we give our staff

- 5% employer pension contribution
- Generous holiday entitlement – 25 days plus 8 days Public Holidays (pro-rated for part-time employees)
- Free parking at Maidenhead and Bracknell offices
- Employee Assistance Programme
- Employee Perks Programme

Next steps

An application form for this role can be found on our website

<https://caeb.org.uk/category/jobs/>

Please send your completed Application Form and Diversity Monitoring Form to recruitment@caeb.org.uk

The application closing date is 23:59 20th October 2026

Interviews will take place from 22nd October 2026

Please note: All candidates are required to complete the official application form. Submissions of CVs alone will not be accepted or considered.

Guidance notes for applicants

Disability

Please provide any information you wish us to consider when we are reviewing your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK.

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice East Berkshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity Monitoring

Citizens Advice East Berkshire values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice East Berkshire. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

Information, experience, knowledge, skills, and abilities

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills, and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example.

Task – briefly describe the task/objective/problem.

Action – tell us what you did.

Results – describe what results were achieved.

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family, or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Candidates selected for interview will be required to undertake a practical assessment and interview.

Interview Dates

Interviews will take place on the dates listed in the advert. Candidates selected for interviews are expected to be available, to attend interview on the date(s) stated in the advert. Citizens Advice East Berkshire strive to conduct a fair recruitment process, and this means only in exceptional circumstances will interview dates be rescheduled. The aim being to interview all selected candidates on the stated date within the same period. Request to reschedule an interview date, will only be made for cases of exceptional emergency, where evidence supporting the request has been provided to the interview panel.

Feedback – Applications and Interview

Please note due to high volume of application forms received for recruitment vacancies, we are unable to provide Feedback on completed application forms.

The panel will only provide Feedback to candidates who were selected for and attended interview. A request must be made by the interviewee for feedback on their performance.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should 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 role.

References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice East Berkshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice East Berkshire. Much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure & Barring checks are only requested where proportionate and relevant to the post concerned.