

Candidate information pack

# Generalist Caseworker

**citizens  
advice**

**Stevenage**

We must  
keep on protecting  
each other.



HANDS



FACE



SPACE



## Thanks for your interest in working at Citizens Advice Stevenage.

This job pack should 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:

- Information about organisation
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

### Want to chat about this role?

If you want to chat about the role further, you can contact Charlie Newman, Head of Advice by emailing [recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk)





## **We help people find a way forward**

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

## **3 things you should know about us**

1. We're local and we're national. Citizens Advice is a Network made up of 4 national offices and 265 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.

## Generalist Caseworker

**Reporting to:** Head of Advice

**Department:** Advice Services

**Hours:** Full time – 37.5 hours per week

**Salary:** £24,784.50

**Holidays:** 27 days plus Bank Holidays

**Location:** Office in Stevenage.  
Hybrid working by arrangement

**Contract:** Permanent

## Purpose of the Job

Working within the aims, policies and principles of the Citizens Advice Service, to support clients with a range of issues; providing information, advice and casework support in person, via telephone, video calling and email.

The successful candidate will provide holistic information, advice and casework on a range of issues, including but not limited to: housing, welfare benefits, debt, employment, family, law & courts and consumer.

# Job Description

## Advice & Casework

- Interview clients using sensitive listening and questioning skills, supporting them to explain their problem(s) and identify their priorities.
- Use Citizens Advice resources to research and communicate relevant and accurate information.
- Provide information, advice and casework across a range of enquiry areas including welfare benefits, debt, housing, family, employment and consumer issues.
- Work with clients to explore available options and help them make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning, or by supporting with grant applications.
- Support clients to maximise income through the take-up of appropriate welfare benefits and other sources of financial support.
- Provide advice and casework relating to homelessness prevention and housing issues such as disrepair, possession proceedings and landlord disputes. Where necessary, provide a help desk service at the local court during housing repossession hearings, advising and advocating on behalf of those facing repossession of their home.
- Deliver financial capability advice and contribute to debt prevention work.
- Prepare and present cases to appropriate third parties, including statutory bodies and tribunals where appropriate.
- Support the family project by providing information, advice and casework to clients facing relationship breakdowns and related issues.
- Negotiate with third parties on clients' behalf where appropriate.
- Ensure all work complies with Citizens Advice policies, the Advice Quality Standard, and internal quality assurance processes.
- Maintain accurate case records to ensure continuity, statistical reporting, and effective service delivery.

## Research & Campaigns

- Contribute to the service's research and campaigns work by identifying and recording social policy issues observed in client cases.
- Participate in research and campaign activities as appropriate.

- Alert clients to research and campaign options.
- Provide anonymised case examples when requested.

## **Administration**

- Use Citizens Advice systems and IT tools for case recording, document production, and data entry.
- Follow agreed administrative procedures and always maintain confidentiality.

## **Public Relations**

- Develop and maintain professional relationships with relevant external agencies.
- Represent the organisation appropriately and positively in dealings with external bodies, both statutory and non-statutory organisations.

## **Training & Professional Development**

- Maintain competence across generalist advice areas through ongoing learning and development.
- Keep up to date with relevant legislation, policies, and procedures using available learning resources and supervision.
- Participate in regular learning and development activities, including workshops, team training sessions, and e-learning modules.
- Take responsibility for identifying personal learning needs and engaging actively with development opportunities.
- Support and share knowledge with colleagues and volunteers where appropriate.

## **Other Duties / Responsibilities**

- Make home or outreach visits when necessary.
- Carry out any other reasonable tasks in line with the purpose and level of the role.
- Uphold and promote the aims and values of the Citizens Advice service.
- Abide by health and safety policies and take personal responsibility for maintaining a safe working environment.

## Person Specification | What you need to do this job

### Essential

- Ability to communicate clearly and effectively both orally and in writing, including the ability to give and receive information accurately and in a manner appropriate to the audience.
- Organisational skills, with the ability to manage a workload and prioritise tasks, working to deadlines using own initiative and agreed procedures.
- Ability to build positive working relationships with clients, colleagues, and external agencies.
- Ability to research, analyse and interpret information and present findings clearly.
- Ability to manage time effectively, plan workload, meet deadlines, and maintain high standards under pressure.
- Good IT skills, including the ability to use email, the internet, and case management systems.
- Strong writing skills, particularly in recording case notes, summarising advice to clients, and corresponding with third parties on behalf of clients.
- Numeracy skills, including the ability to carry out benefit calculations, prepare budgets, and check the accuracy of financial information.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Knowledge and experience of providing advice and casework in areas such as debt, welfare benefits, housing, employment, family or immigration.
- Experience of working or volunteering in an advice, advocacy, support or customer service environment.
- A commitment to the aims, principles and values of the Citizens Advice service, including equality and diversity policies.

### Desirable

- Experience of tribunal representation or court-based advice work.
- Knowledge of local services and organisations.
- Understanding of social justice, anti-poverty work, and rights-based services.
- Experience of contributing to research and campaigns or social policy work.
- Ability to support or mentor volunteers, trainees or new staff members.



# Guidance notes for applicants

## Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

We represent a diverse community, and we want our staff to reflect that diversity. We therefore welcome applications from candidates from under-represented communities. If you feel you meet some of the criteria but not all, we hope you will enquire and learn more. We will support you to further develop your skills accordingly.

## 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 Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

## Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## 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. 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 Stevenage 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 Stevenage – 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 and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## Addressing each point of the person specification

This is a key section of the application 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.





[www.castevenage.org.uk](http://www.castevenage.org.uk)

**Candidate Briefing Pack**

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