



## Our 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.

## 3 things you should know about Citizens Advice

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 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.

# Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

In the year 2017/18 we helped 10,700 people. We handled £16.6m of debt and raised £1.8m in income for our clients. We have 48 paid staff and 65 volunteers.

Every year thousands of people come to us for advice and help with solving their problems. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work or housing issues.

We provide specialist services in debt, housing and people affected by Multiple Sclerosis.

We're an important part of this community, with **7** locations where people can come for help.

Through our daily interaction with clients we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

# How the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 LCA members.

The national charity includes:

- 800 national staff working in one of 6 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 3,000 Witness Service volunteers

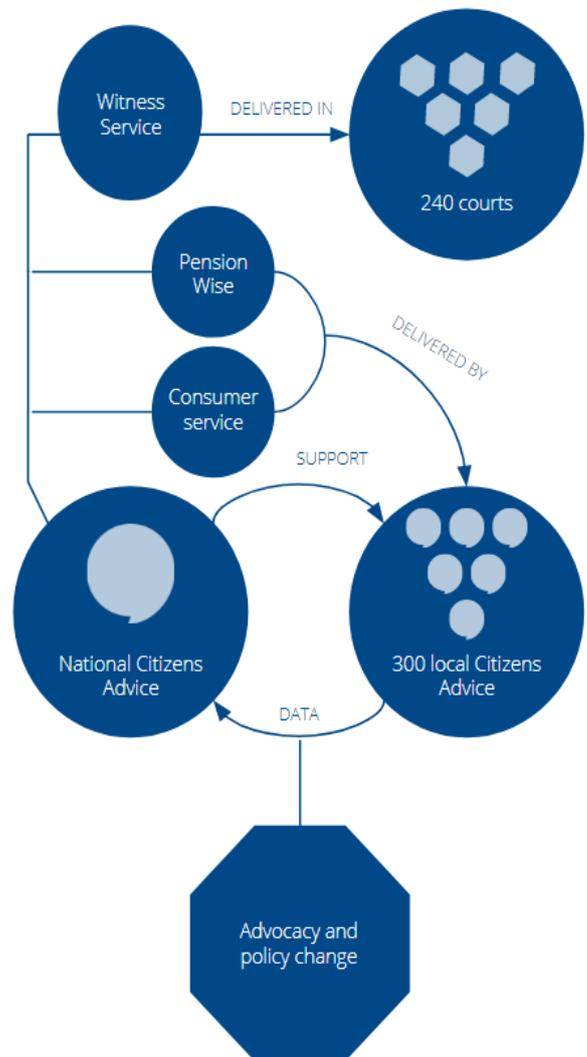
The local network members are all independent charities, delivering services from:

- 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.





## Housing caseworker

We are looking for a **Housing caseworker** to join our team of caseworkers and volunteers delivering housing and housing debt advice.



## Job description

<b>Job title:</b>	Housing caseworker
<b>Contract term</b>	Permanent
<b>Reporting to:</b>	Housing Supervisor
<b>Salary:</b>	£21,495 (£19,247 trainee)
<b>Hours:</b>	37 per week – part time considered
<b>Employers' Pension contribution:</b>	5%
<b>Location:</b>	Based in Nottingham city centre
<b>Purpose of the job:</b>	To provide housing/housing debt advice and advocacy primarily at our main office in the city centre.

## Main duties and responsibilities

### Service Delivery

As part of a team of caseworkers:

- Provide advice covering the full range of housing/housing debt issues and to assist clients in the prevention of homelessness.
- Research and explore options and implications so that the client can make informed decisions
- Act for clients where necessary, drafting letters, financial statements, carrying out calculations and providing advocacy and lay representation at County Court as appropriate.
- Negotiate with third parties as appropriate.
- Ensure income maximisation through the take up of appropriate benefits.

- Ensure that all casework conforms to the organisation's procedures and Quality Mark requirements.
- Maintain accurate and complete electronic case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Take ownership for monitoring own workload e.g. proactively reviewing progress on current cases, outcome of completed cases and quality control
- Assist in maintaining and developing effective administrative systems for good case management.
- To act as a contributing member of the team.

## **Policy and Campaigns**

- Assist with research and campaigns work by providing information about clients' experiences
- Collect evidence which highlights any problem areas
- Assist with compiling reports for the Research & Campaigns team

## **Professional Development**

- Keep up to date with legislation, case law, policies and procedures relating to housing advice, and attend appropriate training
- Attend internal and external meetings as agreed with the line-manager
- Attend supervision sessions including file reviews and performance monitoring

## **Other Responsibilities**

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policy
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service



## Person specification

### Skills and Experience:

- Recent experience of housing/housing debt advice and advocacy
- Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met.
- Experience of communicating effectively, both orally and in writing, with a wide range of people, using a variety of channels.
- Ability to analyse and interpret complex information including legislation and case law and explain it to clients clearly.
- Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients
- Understanding of office administrative systems and a willingness to follow agreed procedures.
- Ability to maintain clear and accurate case records.
- Ability to prioritise tasks, to identify and work to deadlines and to manage time effectively
- Ability to use IT systems and packages, and electronic resources in the provision of advice and case recording.
- Understanding of the issues affecting society and their implications for clients and service provision.

### Attitude and motivation

- Interest / enthusiasm for housing / housing debt work
- A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas.
- Ability to work as part of a team.
- Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met.
- Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout.