**Information Pack –** **Trainee Welfare Benefits Adviser vacancy**

**September 2021**

**About Citizens Advice BANES**

Each local Citizens Advice office is an independent charity. We provide quality assured advice and information services across Bath and NE Somerset, which covers the city of Bath, several smaller towns and the surrounding rural area.

Our advice is free, confidential, independent and impartial. We also use our first-hand knowledge of the problems our clients are facing to campaign for changes to policy and practices that affect their lives.

We have drop-in sessions across the area in One Stop Shops, working in partnership with the local authority and other voluntary agencies. Our telephone Adviceline is open from 9.30 until 2.30 every weekday. Our specialist projects provide casework in Debt and Welfare Benefits (funded by Macmillan, Dorothy House Hospice Care and Bath MS Society) and now employment. We have a small team of paid staff and a large workforce of enthusiastic, dedicated volunteers. We have access to a wealth of resources as part of our membership agreement with Citizens Advice including an up-to-date information system, second tier consultancy and national referral units for complex case support and advice. We also work in partnership with BANES Council and Virgin Care at The BANES Community Well Being Hub.

The Macmillan Benefits Rights team supports clients from a much wider geographical area including B&NES, Wiltshire & Mendip areas.

We are constantly striving to improve our service and current priorities are to help more clients to resolve their problems at the first point of contact, to enable more people to use digital resources and to make it easier and quicker for people to access our help.

**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:**

Working 15 hours per week (with flexibility on hours and days), we are seeking a motivated, organised Trainee Benefits Caseworker to join our dynamic, growing Macmillan Welfare Rights Team

As a trainee Benefits Adviser, you will be working towards providing a holistic, benefits advice service primarily through our face to face service. (Covid-19 alternative service provision is currently in place). 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

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

We are looking for a Trainee Benefit Caseworker to join our benefits advice team. Made up of a combination of paid staff and volunteers and funded by a combination of local and national organisations initially for 3 years.

The successful applicant may be asked to work across all our sites at Bath as well as at Midsomer Norton & Keynsham as needed. Some Home Working is also an option with this role. You must have access to a car and a full driving licence for this role as it will involve travel to support clients in their own homes or at outreach centres.

**The Person**

Are you looking for an opportunity to learn new skills and provide an essential service in your community or do you have transferable skills and life experience that you would like to convert into a truly worthwhile new career? Come and join our dedicated Healthcare Benefits Team within Citizens Advice Bath & North East Somerset.

**Please see here for the Job Description for this position**

**The rewards**

We offer a salary of £7,800 (pro rata £19,500 pa) plus 6% pension contribution. The benefits caseworker pay scale rises to £21,500 after completion of initial training then £24,052 once benefits caseworker competence is met.

Training is 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.

**The selection process:**

Please send your completed application to [emily.davies@cab-banes.org](mailto:emily.davies@cab-banes.org) Your employment history will be reviewed, but your application will be marked against the **person specification** so please ensure you provide examples of how you meet each point.

If you have any questions please email Emily or call her on 01225 303812.

Shortlisting will take place after the closing date of 3rd of October.

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