

Job Title: Generalist Caseworker (Outreach)

- Salary £24,000 to £28,000 dependent on experience, pro rata to hours worked
- 18.5 hours per week
- Fixed term contract
- Based in Mole Valley

This is an exciting opportunity to join us as a Generalist Caseworker focusing on our Outreach service. We are seeking someone who is passionate about giving an effective service to everyone. You will need to demonstrate that you are a strong team player, with great people skills. You will thrive in a busy environment and have a positive 'can do' attitude. You will also be passionate about helping others to reach their full potential, contributing to their development, and seeing them thrive. You will have good communication and IT skills.

You may currently be working as a trainee advisor, qualified advisor or caseworker within Citizens Advice, looking to step up or make a change.

- This role will primarily focus on CAMV's outreach programme delivery
- You will deliver advice by telephone, email, and face to face to clients
- You will deliver advice and support on a wide range of issues such as benefits, debt, housing, employment, family and immigration. This will include interviewing and assisting clients with in-depth benefit checks, applications and form completion, budgeting advice and money management
- Your role will include liaison with line managers to ensure Citizens Advice resources are used effectively and our service is well publicised
- This role will add capacity and supplement the advice work that our team currently delivers

More about Citizens Advice Mole Valley

We are an independent local charity operating at the heart of our community for 85 years. We have offices in Leatherhead and Dorking. We support those living and working in Mole Valley on a range of issues such as housing, employment, financial matters and benefits. Our free, independent and impartial advice changes lives, supporting our clients through challenging times.

We value diversity, promote equality and challenge discrimination. We welcome applications from people of all backgrounds. Take a look at our [website](#) to find out more about us.

How to apply

Find out more about this role and how to apply in the job pack on our website. The closing date for applications is 17:00 on 6th August 2025. If your application is shortlisted, you will be invited to an interview during the weeks beginning 11th or 18th August 2025. We reserve the right to close the vacancy early if a large volume of applications is received.