

Generalist Caseworker (Outreach)

Locations:	Citizens Advice Mole Valley • Dorking and Leatherhead offices • Outreach locations across Mole Valley
Closing date:	Not specified – apply as soon as possible
Interview:	To be arranged if application is shortlisted
Hours:	18.5 hours
Salary:	£24K - £28k depending on experience, pro rata per annum
Contract type:	7-month fixed term contract starting 1st September 2025 (possible extension subject to funding)
Reporting to:	Operations Manager

Thank you for your interest in working at Citizens Advice Mole Valley (CAMV). This job pack should give you everything you need to apply for this role and what it means to work at CAMV.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Some background about Citizens Advice Mole Valley
- The role profile and person specification
- How to apply
- Benefits

After reading this job pack, if you would like to proceed with an application, please send your CV along with a covering letter detailing how your skills and experience fit each of the person specification criteria outlined in this job pack, to admin@camv.org.uk. If your application is shortlisted, you will be invited to an interview. We reserve the right to close the vacancy early if a large volume of applications is received.

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 us

1. We're local and we're national. We have 6 national offices and offer direct support to people in 279 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.

Overview of the Citizens Advice service

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

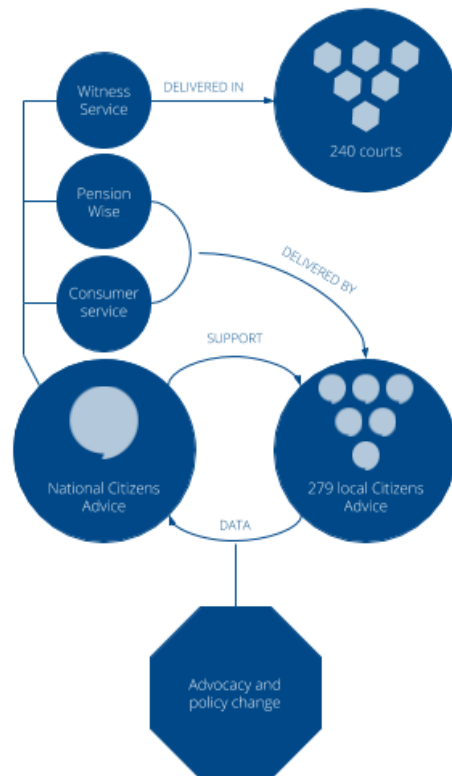
This role sits within our network of independent charities, delivering services from

- 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.



Citizens Advice Mole Valley

CAMV covers the towns of Leatherhead and Dorking, plus the surrounding villages. We have an office in both towns, plus we offer outreach at locations across the district.

Mole Valley is often considered to be affluent with high levels of employment and rates of home ownership. However, there are significant pockets of deprivation. We are an independent local charity supporting some of the most vulnerable in our community.

We provide free, confidential, impartial and independent information, advice, casework and support for the benefit of the local community, as well as using our unique evidence-based approach to exercise a responsible influence on policy and practice to address the underlying cause of problems for our clients.

Governed by a board of 7 trustees, we have a highly skilled workforce to support the organisation. This includes 12 staff and over 40 volunteers. We provide a generalist advice service through which the public can access advice from Monday to Friday via email, in person and over the phone. Our core funding is primarily provided by Mole Valley District Council, with remaining funding through specialised project funding.

There's never been a more important time to work for Citizens Advice. Many of our clients are struggling to make ends meet, and we're experiencing record-breaking demand for our services. We give people the knowledge and confidence they need to find their way forward – whoever they are and whatever their problem. For everyone, for over 85 years.



About the role

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



Role profile

Advice giving

- Give advice to our clients, both at outreach locations and at our offices

- Provide comprehensive caseworker support to selected clients, to include in depth activities such as making calls, calculating, negotiating, drafting or writing letters to support clients reaching satisfactory outcomes
- Use Citizens Advice resources to find, interpret and communicate the relevant information to clients, making sure clients understand their options to make informed decisions
- Maintain detailed case records for the purpose of continuity of advice, information retrieval, statistical monitoring and report preparation.
- Work within Citizens Advice aims and principles to ensure that all work meets quality standards and the requirements, and supports our equality and diversity strategy

Research and campaigns

- Support our research and campaigns work through various channels including case studies, data collection and client consent

Professional development

- Keep up to date with legislation, policies and procedures and undertake all appropriate training for the role
- Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed
- Prepare for and attend relevant internal and external meetings as agreed with the line manager

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the outreach and caseworker role
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues
- Be part of our positive working environment and support our values



Person specification

Essential

1. Ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients
2. Knowledge of CA enquiry areas (ie benefits, debt, housing, employment, family and immigration)
3. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing
4. Ability to check accuracy of calculations
5. Ability to communicate effectively verbally and in writing
6. Ability to make use of telephony and IT systems to deliver service
7. Ability and willingness to work as part of a team and to build excellent relationships in an external setting
8. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
9. Ability to commit to and work within the aims, principles and policies of the Citizens Advice service
10. Understanding of equality and diversity and its application to the provision of advice
11. Ability to prioritise own work to meet deadlines, targets and manage workload

Desirable

1. Proven competence in delivery of advice in a Citizens Advice office
2. Appreciation of the local community and social challenges in the area
3. Experience working in outreach projects

4. Access to your own vehicle with business use insurance (although all venues are accessible by public transport)



What we give our staff

ANNUAL/TOTAL LEAVE

23 days pa plus all statutory bank holidays. Employees working less than full-time hours will have a holiday entitlement which is calculated pro rata according to the number of days/hours per week, as compared to a full-time employee.

PENSION SCHEME

NEST pension scheme

A COMMITMENT TO YOUR DEVELOPMENT

Helping you achieve is important to us at Citizens Advice. Training will be provided, and we will work collaboratively with you to identify your learning and development needs, and to assist you to reach these goals. This is a great opportunity to launch and develop your career in the voluntary sector developing a wealth of useful knowledge, skills and experience.



What else do you need to know?

EQUALITY AND DIVERSITY

Citizens Advice Mole Valley is committed to providing a supportive and inclusive culture. We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate as a

service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, diversity and inclusion a fundamental part of all our activities.

We recognise that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and accessible.

Citizens Advice Mole Valley will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, those identifying as non-binary, social class, educational background, employment status, working pattern, trade union membership or any other factor that is not relevant to your potential employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our equality and diversity policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

DIGNITY AT WORK

Citizens Advice Mole Valley is committed to creating a work environment where everyone is treated with dignity. All our employees are expected to have read and understood our dignity at work policy and to ensure they behave in accordance with its principles. This includes providing a work environment free from bullying and harassment. We are dedicated to providing equal opportunities in employment and to avoid unlawful discrimination with employees, against customers and visitors and we have zero tolerance for such behaviour.

DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party-political impartiality. To avoid misunderstanding or conflicts of interest, guidelines have been established on staff

taking part in party political activities. If you currently hold or are intending to stand for local or national political office, then we will expect you to tell us about this if shortlisted for interview.

CRIMINAL CONVICTIONS

Having a criminal record will not necessarily bar you from working for Citizens Advice – much will depend on the type of job you have applied for and the background and circumstances of your offence. Please note in your covering letter whether you have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974. If so, please provide details of the offence and the date of conviction.