



Working with us: Caseworker x 2

Job pack – April 2019



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A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



Derek Mitchell, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 60 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Find out more at www.cas.org.uk.

About the role

- > **Job title:** Caseworker x2
- > **Location:** Glasgow
- > **Hours per week:** 36 hours per week
- > **Type of contract:** 1x fixed-term post until the end of April 2020 and 1 x permanent post
- > **Salary:** £19,620 per annum

- > **Closing date:** Sunday 12 May 2019
- > **Interviews:** TBC

About the job

We are currently recruiting for two caseworkers to join the Extra Help Unit (EHU). The Extra Help Unit provides support to vulnerable domestic consumers and micro-businesses across Great Britain with their energy and post complaints. This service is telephone based and covers the whole of Great Britain. The Unit has statutory duties to deal with cases where the consumer's energy supply has been disconnected or is at risk of imminent disconnection. The Extra Help Unit also has statutory powers to support vulnerable consumers.

As a caseworker you will be the first point of referral for vulnerable consumers and responsible for investigating energy and post complaints on their behalf. A person may be deemed to be a vulnerable consumer due to personal circumstances, the complexity of their complaint or where they are at risk of having their energy supply disconnected.

Employee benefits

Citizens Advice Scotland offers excellent terms and conditions, including a total of 40 days leave (including public holidays) and a pension scheme with an 8% employer contribution. We have a flexitime scheme which enables our employees to work flexibly in line with organisational requirements, and as an inclusive employer we are happy to consider other flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please see the section on Employee benefits below.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to recruitment@cas.org.uk.

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Please note that the offer of employment for these roles will be subject to a receipt of a satisfactory Basic Disclosure Certificate.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** Caseworker
- > **Responsible to:** EHU Team Manager
- > **Line manager responsibility:** No
- > **Budget responsibility:** No

Key responsibilities

- > Receiving and taking all necessary action to resolve queries or complaints from gas and electricity consumers referred to the EHU by letter/email or telephone and ensuring that consumers are given an efficient, courteous and informative service
- > Managing caseload effectively
- > Achieving Extra Help Unit Key Performance Indicators and complying with quality monitoring processes
- > Answering consumer's enquiries by reference to legislation, regulations, internal information and working knowledge of the energy and postal industries
- > Receiving and inputting all relevant information on database relating to the case and ensuring records are accurate and up to date
- > Establishing full details of consumer's vulnerability, ensuring service provider takes their needs into consideration when resolving complaints
- > Determining and allocating appropriate categorisation to complaints and enquiries
- > Directing consumers who need debt counselling or other specialist advice to local citizens advice bureaux and other agencies
- > Identifying trends in the industry and flagging these up to the relevant team
- > Establishing effective working relationships with energy companies to maximise efficiency and scope for negotiation on behalf of consumers

Accountability and Decision Making

- > This role requires compliance with the CEAR Act 2007
- > This is an area of high reputational risk and the post holder plays a key role in mitigating this risk by being the immediate point of referral for vulnerable consumers
- > The post holder is expected to take responsibility for negotiating with suppliers on their assigned caseload
- > The post holder should consult with their line manager in a range of circumstances, for example where they cannot obtain a suitable outcome for the complaint with the supplier in question

- > The post holder should be able to deal with straightforward cases without additional support, in complex or difficult cases additional support is available from Stakeholder Liaison Officers and EHU Team Managers and particularly complex cases may need to be referred upwards
- > When necessary, the post holder challenges companies who have not acted within legislation, licence conditions, codes of practice, company policy etc.

Problem solving and Complexity

- > Cases may be difficult and complex, the post requires quick decision making to ensure the right outcome is achieved for vulnerable consumers
- > Problem solving skills will be required to look at the different options available to achieve satisfactory case resolution

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- > Experience of working with vulnerable individuals and providing emotional support to people in distress
- > Experience with complaint handling
- > Excellent verbal and written communication skills
- > Excellent organisational skills
- > Ability to communicate complex issues in a clear and accessible manner
- > Ability to problem solve and quickly understand issues and what is required to achieve the desired outcome
- > Ability to work under pressure and respond to varying workloads
- > Ability to maintain databases and processes to ensure effective systems of monitoring advice and outcomes
- > Ability to operate as a team player and communicate effectively with colleagues and managers

Desirable

- > Experience working in or knowledge of the energy industry

Employee benefits

Our people make Citizens Advice Scotland a great place to work and we offer a wide range of benefits to value their contributions. To get an idea of what benefits you receive when working with us, we have listed a few examples below.

Work-life balance



- > **Flexible working and flexitime:** get the flexibility as to how and when you work to suit both your and the organisation's needs.
- > **Generous annual leave:** spend time away from the office to relax and unwind with a total of 40 days leave per year.

Health and wellbeing



- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in the office.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- > **Capital Credit Union:** access ethical financial services with a credit union membership.

Other benefits



- > **Season ticket loan:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** in addition to Cycle2Work and Childcare Vouchers, sign up to a scheme to purchase everyday technology.
- > **Recognition scheme:** thank and reward your colleagues who have gone the extra mile or delivered a great piece of work.

When joining Citizens Advice Scotland you have access to many other great benefits, all aiming to support the organisation's biggest asset – our people.

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)