

## **Outreach Caseworker**

### **SUMMARY**

Job Title: Outreach Caseworker/Trainee Outreach Adviser  
Location: Locations across Sutherland in addition to main bureau location in Golspie  
Reporting to: Manager  
Salary: £26,377 to £28,818 (dependent on experience)  
£22,240 to £24,450 (Trainee)

Hours: Full time (35 hours per week) Job-share considered  
Closing Date: By Midnight on Monday July 10, 2023  
Interview Date: TBC

### **Role Context and Purpose**

The successful candidate will join our team in Golspie and will be responsible for our recently expanded outreach programme in Bonar Bridge, Brora, Dornoch, Helmsdale and Lairg, but not limited to these locations, in addition to our main bureau location in Golspie. The types of issues dealt with are wide ranging but include enquiries about benefits, employment, money advice, housing, consumer, energy, immigration and equality.

### **Key Duties**

- Providing quality advice and information to clients in response to issues raised at an outreach clinic and continuing at casework level those issues that require it.
- Supporting clients to achieve desired outcomes.
- Case recording and data management of contacts with clients.
- Identifying any local or national social policy issues and raising these through appropriate channels.
- Maintaining and organising any project, funding, audit, case management or statistical information as required.
- Supporting communications to and from stakeholders.
- Developing office systems and procedures to ensure maximum operational efficiency is achieved.
- Keeping all records safe, confidential and accessible for future retrieval.
- Updating Manager where there may be challenges, issues, that may need escalation or support

## Essential Criteria

- A commitment to ensuring that all clients who present for help are given good quality advice and information as required.
- Effective oral and written communication skills with emphasis on writing letters, e-mails, reports, form filling and other correspondence as needed.
- Excellent interpersonal skills.
- IT proficient in the use of MS office and a willingness to learn new systems when required.
- Proven ability of working within an advice setting in assisting clients achieve successful outcomes including problem solving, influencing and negotiating.
- A solution-focused approach to work, with a willingness to follow and develop agreed standards and procedures.
- Able to work evenings and Saturdays as required
- Access to a vehicle to access clinic locations and clients' homes, for which mileage allowance is paid.
- Numerate to the level required in the tasks.
- Must be able to prioritise own work, meet deadlines and manage enquiries or caseload.
- Ability to give and receive feedback objectively and appropriately plus the capability to understand social trends, social policy issues and their implications for clients and service provision.
- Commitment to the aims and principles of the CAB service and its equal opportunities policies.
- Must be proactive to achieve the best outcomes for clients and stakeholders.
- Ability to work on own initiative with minimal supervision when appropriate.
- A demonstrable commitment to undertake training and keeping knowledge up to date.

## Desirable Criteria

- Experience of working, at casework level, in welfare rights, money advice, employment, housing, energy or immigration.
- Completion of Citizens Advice Scotland Adviser Training Programme (ATP)
- Appropriate higher education qualifications or able to demonstrate comparable professional experience.
- Awareness of key stakeholders including Highland Council, NHS Highland, DWP, Social Security Scotland and ACAS.
- Experience of successfully working to deadlines, achieving project targets and achieving key performance indicators.
- Ability to extract and statistically analyse information.
- Ability to identify, and contribute to, any service provision improvements and make recommendations.

## Please Note:

**The role will be offered at trainee level unless the applicant can meet the desirable criteria.**

The above list is not exhaustive, and the successful candidate will be required to carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of services.