

Home Visiting Caseworker

Job pack

Thanks for your interest in working at Citizens Advice across Oxfordshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice in Oxfordshire
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Application deadline: 9am on Monday 15th September 2025

Interview dates: Expected to be week commencing Monday 22nd September

Want to chat about this role?

If you want to talk about the role further, you can contact The People Officer by emailing staff-recruitment@caox.org.uk or calling 01993 892050.

Please note that previous applicants to this role need not apply.

How to apply: The application process can be found on our website at caox.org.uk/apply-paid-role

We are a Disability Confident employer. Should you require any reasonable adjustments to enable you to apply or to attend an interview please let us know. If you have further questions, require any adjustments to be made to the application process, or would like to provide any information you wish us to take into account when we are considering your application, please get in touch by email or phone:

Email: staff-recruitment@caox.org.uk

Phone: 01993 892050

We are an equal opportunities employer and welcome applications from under-represented communities.



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 around 300 independent local Citizens Advice services across England and Wales.

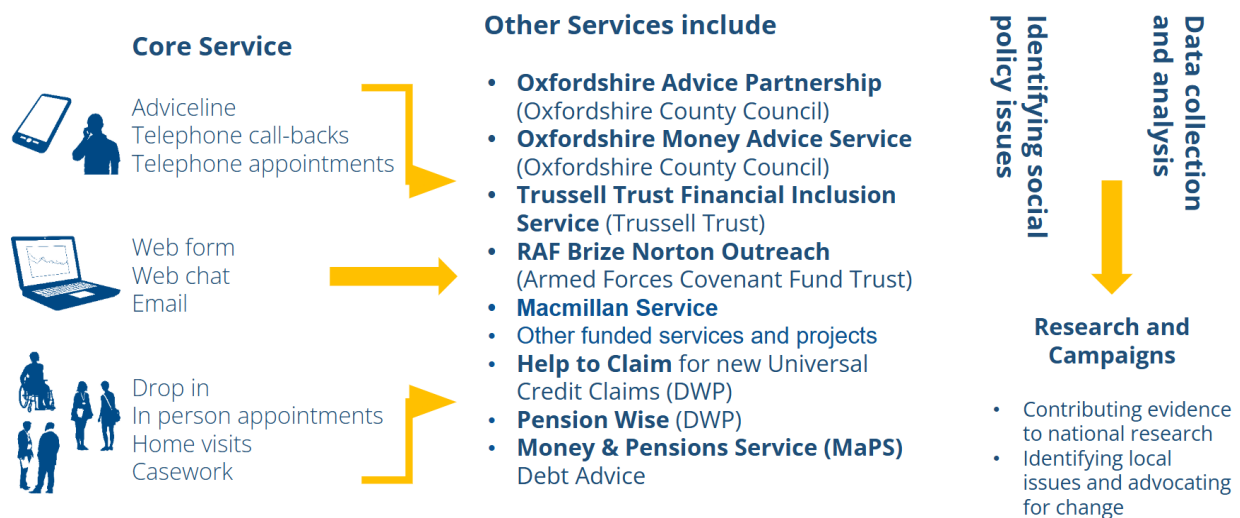
2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

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.

How Citizens Advice Oxfordshire works



How our service works



We provide a range of advice, guidance and support services to the people of Oxfordshire and beyond. We give advice on many issues, including; debt, benefits, employment, housing, pensions guidance, consumer rights and relationship problems. We believe no one should have to face these problems without good quality independent advice. An example of the services of Citizens Advice Oxfordshire services is shown below.

Overview of Citizens Advice

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

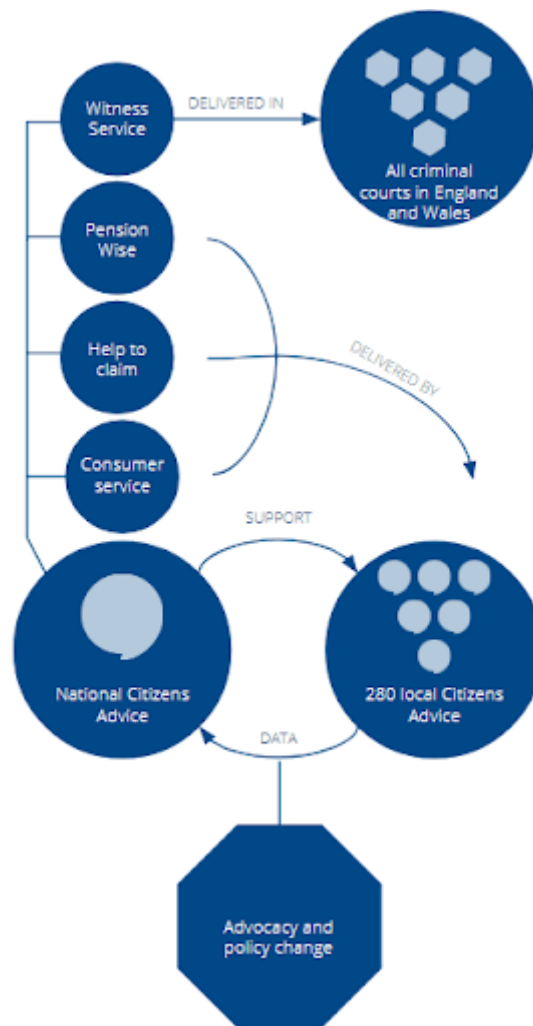
This role sits our network of independent charities, delivering services from

- 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.





A caseworker role delivering advice on all advice areas and casework on Benefits and Debt/Money Advice. This role is office based, and will include visiting some clients at home across Oxfordshire. Full training can/will be offered.

Role profile

Advice and Casework

Provide advice covering the full range of generalist advice areas, and casework covering Benefits and Debt/Money Advice.

Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate and negotiate with third parties as appropriate.

Assist clients where necessary by calculating, negotiating, drafting or writing letters and telephoning.

Provide advice, support and assistance to other staff and volunteers across the range of advice areas.

Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.

Maintain case records for the purposes of continuity of casework, information retrieval, and statistical monitoring and report preparation.

Ensure that all casework conforms to the organisations Office Manual and the Advice Quality Standard, the Financial Conduct Authority, and/or the specialist Quality Mark as appropriate.

Make home/outreach visits as necessary.

Research & Campaigns

Assist with research and campaigns work by completing evidence forms providing information about clients' circumstances where their issue could be something that affects a wider group of people.

Professional Development

Keep up to date with legislation, case law, policies and procedures relating to all advice areas and undertake appropriate training.

Comply with continuous professional development as required to maintain standards and qualifications.

Attend relevant internal and external meetings as agreed with the line manager.

Prepare to attend supervision sessions/team meetings as appropriate.

Administration

Use IT for statistical recording, record keeping and document production.

Keep up to date with policies and procedures relevant to the local office and undertake appropriate training.

Maintain close liaison with relevant external agencies.

Liaise with statutory and non-statutory and present the service to outside bodies as appropriate



Person specification

Essential Criteria

Effective communication skills (oral & writing) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.

Fully understand the issues involved in interviewing clients.

Demonstrate an understanding of social trends and their implications for clients and the service.

Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures. Utilising IT in the provision of advice and the preparation of reports and submissions.

A willingness to learn and develop and reflect on practice.

Ability and willingness to work independently and within a team.

Ability to prioritise own work, meet deadlines and manage a diverse caseload.

Ability to monitor and maintain own standards.

Ability to set up and use systems to collect, collate and share information about service achievements and outcomes.

Be numerate and literate to the level required by the tasks.

Ability to sensitively empower and engage with adults who have had poor experience of formal education.

Understanding of and commitment to the aims and principles of the organisation's service and its equality and diversity policies.

Hold a current full UK Driving Licence and ability to drive.

Desirable Criteria

Recent in-depth knowledge and experience of delivering Benefits and Money Advice.

Good working knowledge of all other advice areas.

Experience working with volunteers

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Hours: 14.8 hours per week

Contract length: Permanent

Salary: £25,848 - £27,438 full time equivalent annual salary
£10,339 - £10,975 pro rata annual salary for 14.8 hours per week

Pension: We offer an auto-enrolment workplace pension scheme, to which we will contribute 5% of your gross salary. Details on appointment

Holiday: 31 days pro rata plus Bank Holidays pro rata

Expenses: The role is office based and any additional travel above home to work can be claimed at £0.45 per mile. Office location to be mutually agreed from our Oxfordshire office locations (Abingdon, Didcot, Henley, Oxford, Thame, Witney).

Other: A laptop and any other essential equipment required will be provided

What we offer our staff

Employee Assistance Programme:

- Telephone counselling support
- Personal legal and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year

Regular personal supervision and annual appraisal

Ongoing training and development opportunities:

Your line manager and our Training Officer will work with you to develop an individual training plan and offer opportunities to develop new skills relevant to your role.