

Macmillan Caseworker Support Assistant2 Job Description & Personal Specification

Reporting to: Advice Services Manager

Purpose of role: To provide administration and casework support to the Macmillan Project, ensuring all enquiries receive a sympathetic and professional welcome to the service. Support the Macmillan project with initial triage and referral to other services where appropriate, appointment booking, straightforward form filling, data entry, monitoring and other administrative duties. Assist the caseworkers in managing their diary and supporting clients' needs.

About Citizens Advice North Somerset: We provide a range of advice services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim to improve the health and wellbeing of everyone living or working in North Somerset who needs our help and support, by providing accessible, effective and tailored information and advice that is free, independent, confidential and impartial.

We believe that our common humanity makes us equal in worth, dignity and rights. We value diversity, promote equality and challenge discrimination.

Main duties and Responsibilities

Advice Giving

- Taking referrals and dealing with enquiries to the Macmillan service via telephone and email.
- Liaising with medical professionals to prepare referrals for caseworkers.
- Referring to other organisations where appropriate.
- Provide clerical support for Macmillan Caseworkers and manage the client waiting list.
- Completion of straightforward forms such as blue badge and Macmillan grant applications

- Entering and updating client details onto Citizens Advice case monitoring system.
- Liaise with clients and outreach centres regarding access needs for appointments.
- Monitoring numbers of clients seen and completing monitoring reports for the Macmillan Project.
- To assist with the development and publicity of the Macmillan project.
- To work as a member of the Macmillan team, give and receive support, to work considerately and co-operatively and to attend team meetings as required.
- Work with other administrator colleagues to provide relief/holiday cover as required.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard and other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Ensure all relevant policies and procedures are followed.

Other duties and responsibilities

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed.
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

Training and development

- Complete required training to comply with requirement of the role and quality assurance processes.
- In conjunction with your line manager identify own training needs.

Research & Campaigns and monitoring

- Assist with Research & Campaigns work by providing information about clients' circumstances through the appropriate channel.
- Keep up to date with research and campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Alert clients to research and campaign options.
- Participate in generalist advice related campaigns where appropriate.

Person specification			
		Essential	Desirable
1.	Ability to write clearly and accurately, communicate effectively face to face and on the phone.	✓	
2.	Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.	✓	
3.	Ability to use a variety of IT/digital systems and packages.	✓	
4.	Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records	✓	
5.	Numeracy skills and the ability to work within established financial systems.	✓	
6.	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	✓	
7.	Ability to work with a variety of organisations and to earn and maintain the trust and respect of those people with whom the organisation deals	✓	
8.	Proven understanding of equality and diversity and its application to the provision of advice.	✓	
9.	Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme	✓	
10.	Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies.	✓	
11.	Commitment to continuing professional development	✓	
12.	Awareness of the emotional resilience needed when working with very ill clients and/or distressed relatives		✓

In accordance with Citizens Advice national policy we will may 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.