

Position	Trainee Welfare Benefits Caseworker
Salary	£26,227
Hours/Days	Full Time- Monday-Friday
Location	Central Weston/Hybrid

Thank you for your interest in working at Citizens Advice North Somerset. This document should give you everything you need to know about the above role and how to apply including a link to the application form.



About Citizens Advice North Somerset (CANS)

We provide a range of advice services in person, by telephone and by digital means. We seek to empower our clients and support them to improve their confidence to resolve a wide range of issues. If you have a passion for working in the heart of your local community and are driven by making a difference, we would love to hear from you.

CANS is proud to be an inclusive and supportive organisation.

Benefits of Working at CANS:

- 28 Days Leave (Pro Rata for Part Time Working)
- Holiday purchase scheme available
- Access to Employee Assistance Scheme
- Working with a friendly and supportive team
- Opportunities to train and develop



The Team You Will Work With

As a **Trainee Welfare Benefits Caseworker**, you will be working in the **Welfare Benefits Team** and reporting to the Welfare Benefits Team Leader.

You will also be working with the:

- Generalist Team
- Reception/Admin Team



Purpose of the role

To undertake and complete Welfare Benefits Caseworker training as directed. Within three months to be actively advising and assisting clients and managing a caseload. To assist in providing an efficient and effective Welfare Benefits service to assess eligibility, maximise income and review and appeal decisions as appropriate.



Main duties and responsibilities

- Provide advice work covering the full range of Welfare Benefits law.
- Act where necessary by calculating, drafting or writing letters and producing written submissions for clients as appropriate.
- Negotiate with third parties.
- Ensure income maximisation through the take up of appropriate benefits.
- Prepare paper submissions to the appropriate statutory bodies, tribunals and courts as appropriate.
- Assist with related problems where they are an integral part of the case and refer to other advisers or specialist suppliers as appropriate.
- Make outreach visits, where necessary and subject to resources.
- Provide advice and assistance to staff and volunteers across the whole range of Welfare Benefits issues.

- Ensure that all casework conforms to the Office Manual and any AQS quality standard.
- Maintain electronic case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to the services systems and procedures.
- Maintain complaints procedures in accordance with Citizens Advice guidelines.
- Review and make recommendations for improvements to organisation's services.
- Keep up to date with policies and procedures relevant to the organisation's work and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Keep up to date with legislation, case law, policies and procedures relating to Welfare Benefits law and practice
- To discuss regularly with your line manager your job performance and personal career development
- Assist with service initiatives for the improvement of services.



Other duties and responsibilities

- Attend regular staff meetings and other organisational meetings as required.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Complete required training to comply with requirement of the role and quality assurance processes.
- Help to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Demonstrate commitment to the aims and policies of the Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Comply with all Citizens Advice information assurance guidelines.
- Carry out any other tasks that may be within the scope of the role to ensure the effective delivery of services at CANS
- 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.



Person Specification

Essential criteria:

1	GCSE (or equivalent) in English or Maths grade C
2	Recent and relevant experience of providing generalist advice and support
3	Commitment to delivering all related training to achieve Case Worker level competences
4	Up to date knowledge of the main welfare rights and a good understanding the implications of Welfare Reform and the impact on individuals and families.
5	Commitment to delivering a person-centred service with ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
6	Excellent listening, written and verbal communication skills, with the ability to liaise effectively and positively with a wide range of individuals and organisations.
7	Ability to work effectively as part of a team
8	Ability to monitor and maintain own standards
9	Ability to use a variety of IT/digital systems and packages in the provision of advice and the preparation of reports and submissions.
10	Ability to prioritise own work, meet key date deadlines and targets and ultimately manage a varied caseload.
11	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
12	Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
13	Evidence of and a commitment to continuing professional development and training



How to Apply for This Role

Applications *must* be made via this online form. **If you experience any technical difficulties or wish to request a different format, then please contact hr@nscab.org.uk.**

Application Form:

Work With Us – Fill out form

Equity, Diversity Monitoring Form:

We are committed to ensuring our recruitment processes are fair and inclusive. To support this, we ask all applicants to complete a short Diversity Monitoring form. The information you provide is confidential, held separately from your application, and is not used in the selection process. Although completion is voluntary, we would strongly encourage you to complete the form. This information is vital in helping us understand who we are reaching and where we need to improve.

Citizens Advice North Somerset - Diversity Monitoring Information Form



Top Tips to Get Your Application Shortlisted

Take time to carefully read both the job description and the person specification, as they explain what the role involves and what's expected. The person specification shows the key qualities we're looking for and how we'll assess whether you meet them. Think about how your skills, knowledge, and experience match these requirements, and prepare examples that clearly show how you meet each one.

3 top tips for a strong application:

1. Use examples and follow the STAR method

Explain your experience using Situation, Task, Action, and Result.

Situation – Outline the issue.

Task – Describe the objective.

Action – Explain what you did.

Result – Describe the outcome and impact.

Example (for Money Advice Adviser Role)

S – Situation

While working at a local Food Bank , I met a client who was struggling with debt and felt overwhelmed by letters from creditors.

T – Task

My role was to support them in understanding their situation and help them find a way forward.

A – Action

I listened carefully without judgement, gathered key details about their finances, and explained their options in simple terms and checked there were no debt emergencies. I also helped them draft a basic budget plan and made them an appointment for more detailed advice.

R – Result

The client felt more confident and less anxious. They followed up with the debt appointment and were able to take control of their finances. We were able to assist with challenging some debts and increase their income after a full benefit check.

Tell us about what you may have learned from the experience too.

2. Be yourself

Let your personality come through and show how your values align with ours.

3. Focus on the application form

Please don't send a CV—everything we need should be included in your application form.

Using AI Tools in Your Application:

Using AI tools in your application

We understand that some applicants may choose to use AI tools (such as ChatGPT) to support their writing. While this is fine for ideas or structuring

your thoughts, your application must reflect your own experiences, skills, and voice.

Applications that appear overly generic, inconsistent, or not written in your own words may not accurately demonstrate your suitability for the role.



Good luck with your application and thank you for your interest in applying to work with us.



If you would like an informal chat about the role then please contact:
Sara Leeroth (Advice Services Manager) sara.leeroth@nscab.org.uk