



Job Description

Role	Mental Health Debt and Benefits Advisor Trainee considered for right candidate
Reporting to	Service Delivery Manager
Hours	22.5 per week
Salary & contract term	£28,000 FTE depending on experience.
Location	Crawley office and co located with Heads On housing support services
Team overview	This role sits with the debt advice team which includes caseworkers focussed on homelessness prevention, income maximisation and budgeting.
Role Overview	To provide welfare benefits advice and debt casework to people who are being supported in the community by mental health services.
Main responsibilities	
Key elements/Tasks	
Main tasks or accountabilities	• To provide benefits advice and debt casework to people affected by mental health problems. • Take an income maximisation approach, identifying grants and other ways of increasing income, completing application forms and challenging decisions. • Create personal budgets for to determine income, expenditure and available income. • Identify and recommend debt options based on standard financial statements. • Ensure timely and accurate advice, taking a holistic exploration and ensuring clients' needs are met. • Provide advice to clients in a range of settings including health-based outreaches, hospital wards and our offices. • Work closely with internal teams, health care professionals and other referral partners, to respond to queries, take referrals and progress client cases. • To use multiple channels to support clients including video, email, letter, phones and face to face. • Following AQS and internal quality standards and case management system including following key dates, client care and confirmation of advice letters, timely closure letters and client feedback.

	• Working as an effective team player, achieving both personal and team targets. Participating constructively in team meetings to contribute to the ongoing service development. • To maintain clear and accurate case records and data entry including case outcomes and funder required data. • Ensure service and own targets are met. • Negotiate and liaise with third parties including the DWP and creditors as part of casework. • Identify social policy issues and complete evidence forms, case studies and support the organisation with its influencing and media work. • Refer clients on to other colleagues or agencies as appropriate for specialist help with issues that fall outside the remit of the service.
Professional Development	• Keep up-to-date of new and changing legislation relevant to the post and of local issues/policies. • Read the regular Citizens Advice circulars and information items. • Identify appropriate regular training to develop knowledge, skills and expertise and maintain minimum 16 hours CPD per year. • Maintain awareness of and adhere to MAPS quality standards.
Research and Campaigns	• Recognise the root causes of problems and contribute evidence in line with the twin aims of the Citizens Advice service, highlighting issues of particular concern to disadvantaged groups and clients in general. Participate in appropriate campaigns.
Other Duties & Responsibilities	• Abide by health and safety guidelines and share responsibility for own safety and that of colleagues • Any other relevant administrative and support duties required to ensure the smooth running of the Citizens Advice services • Demonstrate equality, diversity and inclusion values. • Support and actively engage in fundraising and promotional activities across Citizens Advice in West Sussex (North, South, East) • Act as an ambassador for Citizens Advice in West Sussex.
Administration	• Ensure that the information sources in use are up to date, maintain accurate case notes.

	• Maintain statistics and analysis of work in accordance with Citizens Advice in West Sussex (North, South, East) procedures and funding conditions, gather statistics and feedback in order to evaluate the service, providing input for reports as required.
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Person specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	SOURCE OF EVIDENCE
Qualifications	Advice qualification or equivalent experience	Relevant professional	Application form
Knowledge	Demonstrate an understanding of welfare benefits and debt. Understand the context and services that exist in supporting individuals experiencing mental ill health.		Application form Interview
Skills	Ability to engage with individuals receiving services and support, and the professional environment. Ability to work in a strength-based way with people who are experiencing debt and mental health. Ability to develop clear support plans with individuals in receipt of services and write concise case notes, that evidence quality standards.		Application form, presentation and Interview

	Be able to work on your own initiative and as a part of a team. Actively participate in supervision and case management support.		
Experience	Previous experience of delivering services to people living with mental ill health or in a relatable field.		Application form Interview