Job Description

Role	**Lift Income Maximisation Caseworker**
Reporting to	Service Delivery Manager
Salary & contract term	£31k Fixed Term. 3 years
Location	Horsham (includes travel within the district)
Team overview	A new project working in partnership with Horsham District and their Council's Cost of Living Coordinator using a data informed approach to target people and communities who may be missing out on vital financial support.
Role Overview	The role will help residents increase their income and access the welfare benefits and wider support they are entitled to. Delivering holistic, quality assured advice and casework for households identified through lift data and priorities agreed with HDC, accepting council referrals and self-referrals arising from project communications. The role will work collaboratively with the HDC, community services and the Cost-of-Living Coordinator to reach priority groups, develop accessible referral routes and improve outcomes for residents on low incomes.
Main responsibilities	Key elements/Tasks
Main tasks or accountabilities	**Partnership working, referrals and engagement** • Work with community services, particularly the Cost-of-Living Coordinator, to identify project priorities using LIFT data and CAWS expertise. • Develop flexible referral pathways with HDC as the project progresses and establish a dedicated referral and contact route into the service. • Receive and respond to HDC referrals and direct approaches from residents prompted by project communications.

	• Use household contact details supplied through agreed referral routes to understand residents' circumstances and explore potential additional benefit entitlement. • Contribute to HDC's communications and data strategies, helping to raise awareness of welfare benefits and wider financial support among target groups. • Attend community events, outreach locations and meetings with HDC and Citizens Advice as required, maintaining effective liaison between partners. **Income maximisation advice and casework** • Carry out holistic needs assessments, exploring household circumstances, income and potential welfare benefit entitlement. • Examine available paperwork relating to welfare benefits and other statutory and non-statutory sources of income. • Identify relevant welfare benefit options and explain them clearly so clients can make informed decisions. • Support clients to complete applications and assemble the evidence needed to access their correct entitlements. • Assist with welfare benefit appeals following negative decisions on claims supported by CAWS. • Support tribunal preparation and provide representation where necessary and where capacity allows. • Identify needs outside the project's scope and signpost or refer clients to appropriate internal advice projects or external agencies. **Quality, supervision and records** • Deliver holistic advice and casework in line with the AQS framework and the project's external quality standards, working within CAWS supervision arrangements.

	• Provide written confirmation of advice and closure letters and use feedback and evaluation forms. • Record casework activity on the Citizens Advice case management system, maintaining clear records of advice, actions and outcomes. • Undertake relevant training to maintain and develop the competencies required for the role. **Monitoring, evaluation and service development** • Capture monitoring and evaluation information to evidence project delivery and client outcomes. • Contribute feedback and case studies for HDC through agreed reporting arrangements. • Use evaluation findings and partner feedback to support an action learning approach, refining referral pathways and delivery to improve project outcomes.
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.
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 equity, diversity and inclusion values.

	• Support and actively engage in fundraising and promotional activities for CAWS. • Act as an ambassador for both Citizens Advice and Horsham District Council
Administration	• Ensure that the information sources in use are up to date, maintain accurate case notes so they meet funder and quality standards. • Maintain statistics and analysis of work, gather statistics and feedback in order to evaluate the service, providing input for reports as required.

Person specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	SOURCE OF EVIDENCE
Qualifications	• 5 GCSEs grade C or above, including Maths and English (or equivalent), • Recent Money Advice accreditation or specialist welfare benefits training. Recent Money Advice accreditation or specialist welfare benefits training	• Driving licence and use of a car due to requirement to attend outreaches and occasional home visits in rural locations • Casework experience • Experience of representing at Tribunal Level Recent Money.	Application form
Knowledge	• Able to demonstrate an in depth understanding of welfare benefits using income maximisation to improve people's outcomes.	• Experience of representing at Tribunal Level or drafting submissions.	Application form Interview Presentation

	• Ability to prioritise own work, meet deadlines, achieve targets, and manage caseload in line with procedures. • Excellent IT skills and able to use this to manage workloads. • Able to thrive working independently in teams and a varied environment.		
Skills	• Excellent IT skills and able to use this to manage workloads.		Application form, presentation and Interview
Experience	• Recent and relevant experience of delivering holistic social welfare advice	• Experience of working within a quality framework and case management system such as AQS	Application form Interview