

Mental Health Project Caseworker Job Pack

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| JOB TITLE: | Mental Health Project Caseworker |
| SALARY: | £25,647-£29,238 FTE p.a. (depending on experience) (based on 37.5hrs FTE) |
| HOURS: | 22.5 hours per week |
| LOCATION: | The role will be partly office/home-based but will also involve regular advice delivery within the mental health inpatient wards at Melbury Lodge, Winchester. |
| TYPE: | Permanent |
| REPORTING TO: | Natasha Charlton, Deputy Operations & Training Manager |
| DBS: | This role will be subject to a Disclosure and Barring Service (DBS) check |
| CLOSING DATE: | Monday January 6th at 10am |

About this role

The aim of this project is to remove barriers to mental health recovery, and/or risk factors for future poor mental health, by addressing underlying issues with debt/finance, housing, employment, relationships and so on. The Mental Health Project Caseworker will deliver advice to people with mental health support needs on these areas (which are core advice areas for Citizens Advice).

Key tasks

- Attending Melbury Lodge to provide face-to-face advice sessions for inpatients two days a week (with follow-up work and remote support to be carried out from home or either office).
- Building and maintaining excellent working relationships with the staff at Melbury Lodge.
- Identifying and addressing a range of advice needs (within the remit of Citizens Advice) in inpatients within the Melbury Lodge both whilst they are inpatients, and following discharge, to ensure advice needs are met.
- Working collaboratively with other partner agencies to ensure the project complements and supports other activities, to achieve the best outcomes for people using the service, referring in to other sources of support as appropriate.
- Developing mechanisms to effectively support clients after discharge from Melbury Lodge, ensuring that their advice needs are met, and they do not 'fall between the gaps' in services.
- Keeping accurate records of advice delivery, and contributing to processes for monitoring, evaluation and learning from the project.
- Line managing a Volunteer Advice Assistant who supports the project.
- Keeping up to date with relevant legislation, case law, policies and procedures relating to relevant advice issues and undertake appropriate training
- Carrying out any other tasks that may be within the scope of the post to ensure the effective delivery of the project.

Generic Role Requirements

- Ensuring that work reflects and supports the Citizens Advice equality and diversity strategy.
- Monitoring and evaluating activities appropriate to the role and contributing to service planning processes by providing regular reports and feedback on the areas of responsibility.
- Attending regular meetings relevant to the role (staff, team, etc.).

- Working cooperatively with colleagues and encouraging good teamwork, clear lines of communication and common practices within the team.
- Abiding by CAWD policies, including health and safety guidelines, and sharing responsibility for own health and safety and that of colleagues.
- Identifying own learning and development needs and taking steps to address these.

Person specification

Essential Skills

1. Ability to deliver high quality advice and casework.
2. Ability to work effectively in partnership with external agencies, to develop and deliver the most effective service to clients.
3. Effective communication skills, particularly in explaining complex issues in plain language and building engagement with vulnerable people.
4. Ability to manage time, and prioritise effectively to meet client needs and achieve project aims.
5. Ability to use IT and case recording systems for day-to-day advice delivery and to meet funder and reporting requirements.
6. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

Other useful skills and experience – these aren't essential, but it's a bonus if you have any of them

7. Experience of supporting people with mental health conditions, and motivation to provide expert help to people experiencing mental ill health.
8. Recent experience of delivering generalist advice within a Citizens Advice setting.

About Citizens Advice Winchester District

Citizens Advice Winchester District is a local, independent charity that aims to improve the lives of local people through advice, support and campaigning. Our free advice service helps people to overcome their problems, uphold their rights and create a fairer society for all. Our service is here for everyone. We don't discriminate or judge and we deliver our advice with compassion and kindness.

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.

What we give our staff

Citizens Advice Winchester District is a great place to work! If you join us, you are guaranteed:

- Competitive rates of pay (within the charity sector)
- Excellent training opportunities.
- A fantastic opportunity to launch a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience.
- Confidential Employee Assistance Programme.
- A company that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility.
- The chance to work with amazing people within a nationally recognised charity.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce.

Three things you should know about Citizens Advice

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.

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 in 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

