



Welfare Benefit Caseworker Job pack

Thank you for your interest in working at Citizens Advice Woking.

This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our purpose
- 3 things you should know about us
- About Citizens Advice Woking
- The role profile and person specification
- How to apply

We are looking for a highly motivated person to join our Welfare Benefits Team, who has recent experience of advising clients. Citizens Advice experience is preferred.

We are looking for someone with a compassionate and patient attitude, who is a strong team player, has an eye for detail and great people skills. You will have excellent written and verbal communication skills and the ability to use a range of IT systems. You will thrive in a busy environment, have a positive outlook and an understanding and commitment to the aims and principles of Citizens Advice

The successful candidate will be required to provide casework on the full range of welfare benefits areas, including Universal Credit and disability benefits. You will need to demonstrate that you can cope with a demanding caseload and that

you are able to monitor and manage your own caseload to meet deadlines. Up-to-date knowledge of UK Welfare Benefits is essential.

Citizens Advice values diversity, champions 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 underrepresented in our workforce

Our purpose

We exist to shape a society where people face far fewer problems. Our national charity and network of local charities are united by this common purpose.

We're driven by our ambition to make things better for people, individually and collectively. We're driven by the power of good advice, to help people solve their problems.

And we're driven to change the underlying causes of problems, through our work with government and other organisations.

3 things you should know about us

1. We're local and we're national. The national charity has 4 administrative offices in England and Wales supporting the work delivered by around 240 independent local Citizens Advice member Charities.

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.

About Citizens Advice Woking

Citizens Advice Woking (CAW) is an independent local charity and a company limited by guarantee. We provide free, confidential, impartial, independent advice for the benefit of the local community, to exercise a responsible influence on the development of social welfare policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAW provides services in the following locations:

- Woking Town Centre (Provincial House, 26 Commercial Way, Woking GU21 6EN)
 - Telephone advice service via Surrey Adviceline: Monday to Friday, 10am to 4pm
 - Drop-in sessions for initial assessments: Tuesday to Thursday, 10am to 1pm
 - Advice appointments: Monday to Friday, 10am to 4pm
 - Specialist caseworker appointments, by arrangement: Monday to Friday, 10am to 4pm
- The Byfleet Methodist Church, Rectory Lane, Byfleet, KT14 7LL
Funded by United Byfleet Charity
 - Drop-in sessions for initial assessments: Wednesday, 12 to 2.30pm
- Ukrainian Hub, based at our offices, funded by Woking Borough Council
 - Drop-in sessions for initial assessments, for the Ukrainian community: Tuesday, 10:30am to 2:30pm
- The Mascot Hub, Sheerwater Nursery Building, Blackmore Crescent, Sheerwater, Woking, GU21 5NZ
 - Drop-in sessions for initial assessments: Thursday, 10am to 12pm
- Sythwood Outreach, Salvation Army Community Church, Woking, GU21 3BE

- Drop-in sessions for initial assessments: Friday 10am to 12pm

We also run the following Projects on behalf of different funders:

- I Access Community Drug and Alcohol Service: Funding from Surrey and Borders Partnership NHS Foundation Trust to provide a generalist adviser to advise on all enquiry areas.
- Trussell Trust Foodbank: Funding to provide a generalist adviser at the Foodbank.
- Refugee Support Funding from Woking Borough Council to provide welfare benefit advice to support the Syrian and Refugee community and to provide generalist advice to the wider refugee community.

Governed by a Board of 9 trustees, we have a highly skilled workforce to support the organisation. This includes 10 paid staff, FTE and around 50 volunteers.

Our generalist advice service is provided by volunteers who carry out reception and administrative duties, give information and advice, fulfil research and campaign roles and are managed and supported by paid staff. We also have paid caseworkers in the areas of welfare benefits and housing.

Woking is often considered to be an affluent area with high levels of employment and rates of home ownership, however there are significant pockets of deprivation across the borough, and our priority is to support the most vulnerable in our community. The main enquiry areas of welfare benefits, debt and housing continue to be the issues that most of our clients need help with.



Role profile

Key work areas and tasks:

Casework

1. Provide casework covering the full range of welfare benefits, with particular focus on disability benefits and Universal Credit to any client being assisted by Citizens Advice Woking.
2. Act for the client where necessary by calculating, negotiating, drafting or writing letters or telephoning third parties.
3. Negotiate with third parties as appropriate.
4. Ensure income maximisation through the take up of benefits.
5. Prepare and present cases to the relevant statutory bodies, tribunals, and courts.
6. Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
7. Make home/outreach visits as necessary.
8. Provide advice and assistance to other staff and volunteers across the whole range of welfare benefit issues.
9. Ensure that all casework conforms with the standards set by Citizens Quality of Advice Assessments.
10. Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.

11. Ensure that all work conforms to the bureau's systems and procedures.

Research and Campaigns

12. Assist with Research and Campaign work by providing information about clients' circumstances where legislation or guidance is having an adverse impact on the client.

13. Provide statistical information on the number of clients and nature of cases and provide regular reports to management.

14. Monitor service provision to ensure that it reaches the widest client group possible.

15. Alert other staff to local and national issues.

Professional development

16. Keep up to date with legislation, case law, policies and procedures relating to welfare benefits and undertake appropriate training.

17. Read relevant publications.

18. Attend relevant internal and external meetings as agreed with the CO.

19. Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.

20. Assist with service initiatives for the improvement of services.

Other duties and responsibilities

21. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

22. Demonstrate commitment to the aims and policies of the Citizens Advice service.

23. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Essential Criteria

1. Recent demonstrable experience of providing welfare benefits advice and casework support to clients, including managing cases and advising on entitlement, applications, mandatory reconsiderations, and appeals.
2. Effective oral communication skills with particular emphasis on negotiating and representing.
3. Effective writing skills with particular emphasis on negotiating, representing, and preparing reviews, reports, and correspondence.
4. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
5. Understand the issues involved in interviewing clients.
6. Experience of handling numerical information in a client-facing or casework context, such as calculating benefit entitlement, budgeting, or checking financial data for accuracy.
7. Ability to prioritise your own work, meet deadlines and manage caseload.
8. Ability to use IT in the provision of advice and the preparation of reports and submissions.
9. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
10. Ability and willingness to work as part of a team.

11.Ability to monitor and maintain own standards.

Desirable Criteria

12.Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.

13.Experience of working sensitively with clients with mental health issues.

In accordance with Citizens Advice national policy, we may arrange for 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.



Terms of Appointment

Job Title:	Welfare Benefit Caseworker
Location:	Citizens Advice Woking
Hours:	15 – 22.5 hours per week (2 – 3 days)
Salary:	28,080 to 31,200 (FTE) per annum
Holiday:	25 days annual leave (FTE) plus public holidays
Contract term:	Permanent

Please note that applicants must have the legal right to work in the UK. Unfortunately, we are unable to offer visa sponsorship.

Please note that this role is not a qualifying work experience (QWE) position for the purposes of the Solicitors Qualifying Examination (SQE).

How to apply

To apply for the role of Welfare Benefit Caseworker, please send us your CV and a maximum 2 page supporting statement.

The supporting statement should demonstrate how you meet the criteria outlined in the person specification and outline why you are interested in becoming a Welfare Benefit Caseworker at Citizens Advice Woking.

All applications must be sent to wokingca@gmail.com

Closing date for applications: By 5.30pm on Monday 8th June 2026.

Applications will be reviewed on receipt on a rolling basis, and we reserve the

right to close earlier if applications from sufficient suitably qualified candidates have been received.