

Welfare Benefit Caseworker

- Salary:** £20,661 - £22,658 pro rata (subject to experience) + 5% matched pension
Hours: 22.5 hours per week
Contract: Fixed term until 31st March 2019 (subject to continuation of funding.)
Location: Mold (Peripatetic across Flintshire)
Holidays: 25 days per annum – pro rata

At Citizens Advice Flintshire we are a well-established and trusted local service and have been providing quality information and advice to residents of Flintshire for over 50 years, during this time we have helped over 100,000 people and it's been 50 years of supporting communities and being supported by our volunteers, staff and funders.

We deliver the aims and principles of Citizens Advice by offering a comprehensive service of information, advice, advocacy and representation, and by working actively for change in the policies and practices of organisations that impact on the lives of our clients.

We are currently recruiting for a Welfare Benefits Caseworker to join our team.

The successful candidate will have:

- A minimum of 1 years recent, relevant experience in welfare benefits advice work
- Completion of Citizens Advice Generalist Advice Certificate (or working towards) or have equivalent experience
- Ability to undertake generalist casework and manage caseload
- Ability to research, analyse and interpret complex information
- Ability to plan and prioritise own work and meet deadlines
- Excellent interpersonal and communication skills
- Effective written and oral communication skills
- Excellent IT skills
- Commitment to effective team working

For a copy of the job pack and application form please email:

admin@flintshirecab.org.uk

Closing Date: 3rd July 2018

Interview Date: 12th July 2018

Citizens Advice Flintshire is committed to equality and diversity and welcomes applications from all sections of the community.