citizens advice Coventry

Recruitment Pack

HIV/TB Generalist Caseworker

Date: October 2026



Introduction from our Chief Executive, Simon Richards



Thank you for taking the time to consider applying for a job at Coventry Citizens Advice. We are one of the largest Citizens Advice organisations in the country, helping more than 13,000 clients per year with over 30,000 issues. We identify and help secure over £8 million in expected financial gains which clients either did not know about or hadn't accessed before.

We want to make society fairer, and we do that with each client, helping people find a way forward for their individual problems, and by influencing how the policies of the local authority, government, and the private sector impact on our clients' lives.

The way we deliver services is changing and we are providing advice more and more in the community and our workforce, both volunteer and staff, reflects that community.

You will know that we are in challenging financial times and incomes are being squeezed by rising inflation, energy costs, and increasing cost of housing. Many people are struggling to pay back debts and are dealing with employment, family, consumer, housing, and other issues.

Working for Coventry Citizens Advice is extremely rewarding due to the positive impact and high-quality service we provide for residents. Our clients are fundamental in what we do, and our values are key to how we work across the charity. It is important to us that volunteers and staff share our values, which can be found below.

Thank you for your interest in applying for a role within Coventry Citizens Advice and good luck in your application.

Simon Richards

Our Values:

Our core values as an organisation are: Respect, Inclusion, Accountability, Professionalism. We look to embed them in every aspect of the work we do, how we behave and how we support each other. Together we ensure that our values are brought into behaviours that we demonstrate every day so that we can offer the best possible service to our clients. We have a Behaviour Framework for all staff and volunteers, and everyone at all levels of the organisation strives to work in this way.

We are professional because we demonstrate:

Respect and Inclusivity

- Treat all colleagues, clients, and stakeholders with respect, regardless of race, gender, age, religion, disability, sexual orientation, or socioeconomic status.
- Listen actively and empathetically to clients and colleagues, valuing their perspectives.
- Avoid any language or behaviour that could be perceived as discriminatory, harassing, or bullying.

Communication

- Communicate clearly and effectively, ensuring that language is appropriate for the audience.
- Maintain confidentiality regarding client information and sensitive internal matters.
- Use non-judgmental, person-centred language that is supportive and respectful of individual circumstances.

Professional Integrity

- Ensure that all advice provided is accurate, impartial, and in line with the standards set by Coventry Citizens Advice.
- Seek to continuously improve knowledge and skills through professional development and training.
- Be transparent in decision-making processes and acknowledge mistakes or misunderstandings openly.

Collaboration and Teamwork

- Foster a culture of collaboration where staff, volunteers, and partners work together for the benefit of clients.

- Share knowledge and information openly with colleagues to enhance the quality of advice and support offered.
- Support and mentor less experienced staff and volunteers, contributing to a positive and supportive work environment.

Person-centred Approach

- Prioritize the needs of clients, ensuring that advice is tailored to their individual circumstances and delivered in a respectful manner.
- Engage clients in decision-making about their cases, ensuring they are empowered to take informed steps.
- Avoid any behaviour that could exploit or manipulate vulnerable clients.

About Coventry Citizens Advice

Coventry Citizens Advice is a progressive organisation that has been able to continually innovate and develop new services. Coventry Citizens Advice has been able to demonstrate excellence in a number of areas and been commended for its volunteer training, information service and partnership working. We are multi, local and national award winners in a wide range of areas including Research & Campaigning, Service Development and Money Advice.

Coventry Citizens Advice has a Trustee Board, all of whom bring professional skills and knowledge of the city and are responsible for setting the strategy and budget for the service. Day to day responsibility for the running of the organisation sits with the Chief Executive who oversees the day-to-day running of local Citizens Advice office services.

We have an increasing number of projects all of which work collaboratively to deliver the best outcomes for the residents we work with.

Other benefits

We also offer a range of additional benefits:

- Flexible working arrangements
- Fees paid for membership of relevant professional bodies
- Regular professional development
- Health & Wellbeing services provided through Employee Assistance Programme 'Health Assured'
- Specialised professional support for a range of issues through 'Peppy'
- Cycle to Work-Scheme

- Free eye tests and contribution towards lenses/ spectacles for Computer users if appropriate
- Standing desks and walking meetings
- Discounts on leisure facilities and a range of discounted offers

Conditions regarding offers of employment

If you are successful and are offered employment, we would offer the post conditionally in the first instance, whilst we follow up on your references, DBS (Disclosure and Barring Service) check (if appropriate), health clearance and your right to work in the UK as detailed below:

Security Clearance
Any offer of employment will be subject to satisfactory completion of a security and pre-employment checks which for this role include DBS checks with Disclosure and Barring Service.
The level of DBS check required for this post is: **Enhanced**
Further information about the security checking procedure is available on request.

Health Clearance
Any offer of employment will be subject to satisfactory completion of a Health Questionnaire and, should you disclose any health issues that might affect your ability to work, then any offer of employment will be subject to a satisfactory assessment by Occupational Health. Occupational Health will identify whether there are any reasonable adjustments which can be made to support you at work.

Right to work in the UK
Under United Kingdom immigration rules, it is a criminal offence to employ a person who is subject to immigration control and who has not been granted leave to enter or remain in the UK or does not have permission to remain in the UK.

Coventry Citizens Advice therefore has a legal obligation to carry out document checks to ensure that you have a legal right to work in the UK. It is also a requirement that we retain copies of the relevant documents.

To avoid potential unlawful discrimination claims we will carry out appropriate checks on all candidates.

Disability

Coventry Citizens Advice is committed to the employment and career development of disabled people. As a Disability Confident employer, we guarantee an interview to any candidate with a disability whose application meets all the essential criteria for the post.

If you would like to apply for the Guaranteed Interview Scheme, please ensure that you tick the box you will find on the application form for the scheme.

If you consider that you have a disability under the Equality Act 2020 and require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

Equality and Diversity

We recognise the benefits of having a diverse workforce and will take steps to ensure this. Further information on this is available on request.

How to Apply

Please fill in the Supporting Document and together with a CV and send it to **recruitment@coventrycab.org.uk**

Instructions

Deadline for applications is ongoing.

We reserve the right to close the advert early if recruitment is complete.

Interviews will take place on a rolling basis. We will invite candidates as they submit their applications.

Where we ask you to give a presentation or complete a technical test on the day, we will provide you with further details and indicate the time you have available, as well as making sure you have the resources available to complete the task.

Please email your application to: recruitment@coventrycab.org.uk.

If you are unable to make an electronic application, you may submit your application on paper and post to:

Recruitment, Coventry Citizens Advice, 1-7 Station Street East, Foleshill, Coventry CV6 5FL.

Please ensure your application arrives before the deadline.

Selection Process

After the closing date we will consider all applications carefully and invite those candidates who appear, from the information available, to be the best-suited for the post to an interview session.

It is important therefore that your application gives a full but concise description of the nature, extent and level of the responsibilities you have held.

If selected, details of the interview process will be sent to you by email or letter.

Travel Expenses

We do not pay for interview expenses; however, we may reimburse candidates on means-tested benefits for reasonable travel expenses to attend an interview if prior authorisation has been obtained.

Data Protection and how we will use your information

We will use your application only to inform the selection process – this is our 'legitimate interest' under data protection law. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will

form the basis of your personnel record with us and we will store it in a digital file. We will hold any data about you in completely secure conditions with restricted access.

Diversity Monitoring

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor our effectiveness of our policy on equal opportunities and employment. Individuals will not be identified by name.

We shall consider that by submitting the enclosed forms you are giving your consent to the processing of your data in the ways described above.

Coventry Citizens Advice

HIV/TB Service - Generalist Caseworker

Salary:	**£31,723 per annum pro rata** (with progression within the salary scale up to £32,723 per annum pro rata)
Contract:	Fixed-term, dependent on continued external funding (Coventry City Council contract current term to 31 March 2028, with potential for a further extension up to 31 March 2030)
Hours:	**22.5 hours per week** (0.6 FTE)
Responsible to:	Project Manager (Health & Wellbeing)
Based at:	Coventry Citizens Advice offices with regular travel to outreach venues, clinical sites and partner meetings - option for some remote working

Job Purpose

To deliver a holistic, person-centred advice service for individuals diagnosed with HIV and/or active TB, who have been diagnosed in the UK and referred by the clinical team.

The service primarily supports individuals by addressing social, financial and practical barriers to improve treatment adherence, health outcomes and reduce transmission risk.

To support vulnerable clients living in Coventry (CV1–CV6) to stabilise their circumstances, access services, and engage with their treatment to achieve long-term wellbeing, working in close partnership with the Community TB Team and Integrated Sexual Health Service.

Although the role is predominantly focused on the HIV/TB service, the postholder will work as part of the wider Coventry Citizens Advice casework team. This will include providing holiday and other planned cover for colleagues, undertaking additional generalist casework outside of the HIV/TB project, and supporting wider service demands where required. The postholder will therefore be expected to maintain and develop a broad working knowledge of Citizens Advice generalist advice areas and be able to provide high-quality advice and support across the wider service, in line with their training, competence and organisational requirements.

Key Responsibilities

1. Casework & Client Support

- Manage a caseload of clients referred by the HIV/TB treatment services, following a positive diagnosis
- Undertake a full assessment of the individual's social needs, such as debt and homelessness, gaining consent to engage with relevant partners
- Complete initial contact within 3 working days of receiving the referral
- Develop and deliver personalised support/action plans, with ongoing casework support for up to 6 months
- Support clients with:
  - Welfare benefits (e.g. PIP, Universal Credit) and income maximisation
  - Debt management and referrals to specialist debt services
  - Housing issues, including homelessness prevention and Homefinder applications
  - Immigration and asylum matters
  - Access to grants, food/fuel vouchers, and essential goods

    - Digital inclusion (devices, connectivity)
- Support clients to register with a GP and Dentist, and to engage with their HIV/TB treatment through close liaison with clinical colleagues
- Facilitate referrals to mental health, substance misuse, lifestyle services (e.g. smoking cessation), peer support, and Adult Social Care
- Advocate for clients in complex situations (e.g. housing, benefits disputes, Mandatory Reconsiderations and appeals)
- Provide crisis support (homelessness, financial hardship, disengagement) and take steps to prevent escalation
- Provide holiday and planned absence cover for other caseworkers and undertake additional generalist casework outside of the HIV/TB project, as required to support the wider service.
- Maintain a working knowledge of Citizens Advice generalist advice areas and use appropriate resources, guidance and referral pathways to provide accurate and effective advice across a range of client issues.

2. Service Delivery & Access

- Accept referrals from the HIV and TB treatment services, for service users living in Coventry within the CV1–CV6 areas *(currently also accepting referrals from UHCW Virology and dedicated HIV Peer Support Team)*
- Provide dedicated face-to-face and telephone appointments depending on the needs of the service user, in a variety of locations, including the use of language translation services
- Regular promotion of the service to clinical teams providing support to those diagnosed with active TB/HIV, to ensure no eligible patient misses out on support – through in person visits, newsletters and other appropriate communications

3. Multi-Agency Working

- Work collaboratively with NHS clinical teams, Coventry City Council, and other voluntary/community organisations
- Coordinate referrals (mental health, substance misuse, lifestyle services) with client consent
- Promote the service and develop/maintain referral pathways to ensure joined-up support
- Attend and actively participate in the Fast Track Cities Coventry meetings, as Coventry Citizens Advice is a member of this partnership

4. Monitoring, Reporting & Performance

- Maintain accurate, up-to-date case records and data in line with data protection requirements
- Complete quarterly and annual reports, submitted to the commissioner at the end of each quarter
- Record outcomes including client engagement, needs assessments, support plans, and housing, financial, legal, and immigration outcomes
- Provide quarterly qualitative case studies which demonstrate the benefit of the service
- Collect client feedback through encouraging completion of evaluation surveys

5. Safeguarding & Compliance

- Identify and respond to safeguarding concerns and report incidents in line with the organisation's Safeguarding Procedure
- Ensure compliance with data protection, confidentiality, whistleblowing, and equality principles
- Undergo an enhanced DBS check prior to commencing the role
- Deliver services with dignity, respect, and a person-centred approach, promoting the principles of equality and diversity

6. Quality & Case Recording

- Maintain accurate, high-quality and timely case records in line with organisational policies and data protection requirements
- Ensure case notes and casework meet the standards required for the Advice Quality Standard (AQS) mark and Citizens Advice's national quality framework
- Participate in monthly quality of advice assessments (QAA), independent file reviews, and peer audits as required
- Ensure case recording is sufficiently detailed and accurate to support reporting of contract outcomes and KPIs to the commissioner

7. Contribution to Citizens Advice Coventry

- Contribute to the wider aims and values of Citizens Advice Coventry by delivering high-quality, client-focused advice services
- Support organisational priorities, including social policy work, by identifying trends and submitting evidence reports
- Work collaboratively with colleagues across projects to ensure a consistent and holistic service offer
- Participate in all required team meetings, training, and service development activities
- Uphold Citizens Advice standards, including quality assurance, equality, and accessibility

Context

Clients may face stigma, homelessness risk, financial hardship, and barriers to healthcare, and may fear disclosure or deportation. Often clients reside in supported accommodation or under shared living circumstances. The role is both practical and holistic, supporting individuals to stabilise their circumstances and successfully engage with their treatment.

Coventry has one of the highest rates of TB in the West Midlands and continues to see HIV prevalence above the regional average. HIV and TB are more common in vulnerable groups, including those experiencing homelessness, individuals with complex needs, and those recently arriving from countries with higher prevalence of these conditions.

Person Specification

Essential Criteria

1. Proven experience of supporting vulnerable clients with complex, multiple needs
2. Experience providing high-level advice across a range of generalist advice areas, including welfare benefits and housing
3. Experience of managing a caseload, prioritising work, and meeting targets and deadlines
4. Experience of multi-agency working, including referring to and liaising with external support services
5. Understanding of safeguarding principles and experience working with vulnerable adults
6. Knowledge of confidentiality, GDPR, and data protection requirements

Skills & Abilities

1. Excellent communication skills (written and verbal), able to explain complex information clearly and sensitively
2. Ability to assess client needs holistically and develop tailored, personalised support/action plans
3. Strong advocacy and negotiation skills, including liaising with third parties on behalf of clients
4. Ability to work independently and collaboratively as part of a wider, multi-disciplinary team
5. Strong organisational and time-management skills, with excellent attention to detail
6. Competent IT skills, including use of case management systems and digital communication tools
7. Ability to maintain accurate, high-quality case records to meet Quality Assurance and contract reporting requirements

Desirable

1. Experience working within Citizens Advice or a similar advice setting
2. Experience supporting individuals affected by HIV, TB, or other stigmatised health conditions
3. Experience working in partnership with NHS or other clinical teams
4. Knowledge of immigration and asylum support, including no recourse to public funds

Personal Attributes

1. Empathetic, compassionate, and non-judgemental approach
2. Commitment to equality, diversity, and inclusion
3. Professional, with the ability to maintain appropriate boundaries
4. Flexible and adaptable to changing demands
5. Committed to continuous learning and development

Other Requirements

1. Enhanced DBS check required, in line with contract safeguarding requirements
2. Willingness to travel across Coventry, including to clinical settings, community venues
3. Willingness to undertake generalist casework and provide holiday and planned absence cover across Coventry Citizens Advice, in addition to the core HIV/TB caseload