citizens advice Coventry

Recruitment Pack

Housing & Benefits 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

Housing & Welfare Benefits Caseworker

REACH High Intensity User (HIU) Crisis Prevention and Wellbeing Service

Salary	**£31,723 per annum** (with progression within the salary scale up to £32,723 per annum)
Contract	**6 months fixed term** Funded by NHS Coventry & Warwickshire Integrated Care Board (ICB) as part of the Neighbourhood Health Investment Programme. *Potential for extension subject to continued funding and evidence of the pilot project's impact.*
Hours	**Full time** (37 hours per week)
Responsible to	Health & Wellbeing Project Manager
Working with	REACH HIU Mental Health Caseworkers, Rethink Mental Illness, NHS Trusts, Emergency Departments, Ambulance Services, Primary Care Networks, the High Intensity Unit, Local Authority Housing teams, Housing Providers, Debt Advice services, Social Care, and other Neighbourhood Health and VCSE partners
Based at	Coventry Citizens Advice offices and outreach work, with regular travel to hospital sites, the High Intensity Unit and partner meetings across Coventry

Job Purpose

The Housing & Welfare Benefits Caseworker will provide specialist, person-centred housing, welfare benefits and financial wellbeing casework support, to individuals identified as High Intensity Users (HIU) of emergency and crisis services in Coventry.

The REACH High Intensity User Crisis Prevention and Wellbeing Service is a specialised, non-clinical programme supporting individuals who frequently attend hospital Emergency Departments or rely heavily on crisis and ambulance services. The service recognises that housing insecurity, homelessness, financial hardship, welfare benefit problems, debt, fuel poverty, social isolation and other wider determinants of health can contribute to an individual's distress, instability and repeated crisis presentations.

The postholder will provide practical early intervention, advice, advocacy, navigation and coordinated support to help individuals address these underlying issues, improve their housing and financial stability, and reduce the risk of further crisis presentations. Working alongside HIU Mental Health Caseworkers and the wider REACH Mental Health Alliance, the postholder will contribute to a holistic, whole-person approach that addresses practical and social circumstances alongside mental health and wellbeing needs.

The service is delivered through the REACH Mental Health Alliance, of which Coventry Citizens Advice is a partner, with funding provided through Rethink Mental Illness as lead partner. The post is funded by NHS Coventry & Warwickshire Integrated Care Board (ICB) as part of the Neighbourhood Health Investment Programme for an initial six-month pilot period, with a possible extension if the project success can be evidenced. The pilot will be reviewed to assess its impact, including its contribution to reducing pressure on and avoidable presentations to emergency services. Any continuation beyond the initial period will be subject to the outcome of the review and the availability of further funding.

Although the role is focused on the REACH HIU service, the postholder will also work as part of the wider Coventry Citizens Advice Health & Wellbeing team, maintaining a broad working knowledge of Citizens Advice, advice areas, appropriate to their training and competence and contributing to wider service delivery where required.

Key Objectives

The postholder will:

- Provide person-centred housing, welfare benefits and financial wellbeing casework to individuals experiencing complex and multiple needs, working alongside HIU Mental Health Caseworkers and other professionals to provide a coordinated approach.
- Assess individuals' circumstances, identify housing, welfare benefits and financial issues that may be contributing to instability or repeated crisis presentations, and develop practical action plans to address these needs.
- Support individuals to maximise their income and financial stability, including accessing appropriate welfare benefits, hardship support and specialist debt advice, and addressing issues such as rent, council tax and utility arrears.
- Support individuals to prevent homelessness and sustain appropriate accommodation by addressing housing-related issues, including tenancy difficulties, rent arrears, unsuitable accommodation and housing insecurity.
- Provide advice, advocacy and ongoing support to help individuals navigate housing, welfare benefits and other statutory services, while promoting independence, choice and self-advocacy.
- Contribute to preventing the escalation of housing, welfare and financial difficulties into crisis and reducing avoidable use of emergency and crisis services.

Main Responsibilities

Casework, Assessment and Support

- Manage a caseload of individuals referred through the REACH HIU pathway, undertaking holistic assessments of housing, welfare benefits, income and financial circumstances, identifying risks and agreeing individualised action plans.
- Provide practical welfare benefits and financial support, including applications, benefit maximisation, understanding correspondence and decisions, hardship support and assistance with rent, council tax and utility arrears, up to Mandatory Reconsideration and Appeals level
- Provide specialist housing support including homelessness prevention, tenancy sustainment, liaison with landlords and housing providers, and access to appropriate housing, supported housing, floating support and other accommodation-based services, including crisis intervention
- Provide advocacy, information and practical support to help individuals understand their rights, responsibilities and options, while promoting self-empowerment, choice and independence where applicable.

Service Delivery and Engagement

- Accept referrals from REACH HIU Mental Health Caseworkers, the High Intensity Unit, NHS Trusts, Emergency Departments, ambulance services and other appropriate partners for service users living in Coventry.
- Provide face-to-face, telephone, community and outreach appointments according to individual needs, capabilities and service requirements.
- Use flexible, person-centred engagement approaches for individuals who may be reluctant to engage with statutory services or have low levels of trust in services.
- Build trusting relationships with individuals who may have experienced homelessness, social exclusion, complex financial difficulties or repeated crisis presentations.
- Promote the service to relevant partners through visits, briefings and other appropriate communications so that eligible individuals can access support.

Multi-Agency and Partnership Working

- Work collaboratively with NHS Trusts, Emergency Departments, ambulance services, the ICB, Primary Care Networks and GP practices.
- Liaise with local authority housing and homelessness teams, housing associations, landlords and other accommodation providers.
- Work with social care, mental health services, substance misuse services, domestic abuse services, homelessness and supported accommodation providers, and community and voluntary organisations.

- Coordinate referrals with the individual's consent and, where appropriate, follow up referrals to reduce the risk of people becoming lost between services.
- Attend and actively participate in relevant MDT meetings, case discussions and REACH Mental Health Alliance partnership meetings.

Safeguarding, Risk and Professional Boundaries

- Identify and respond appropriately to safeguarding concerns
- Follow organisational safeguarding policies and relevant local multi-agency procedures, escalating concerns to statutory services where required.
- Maintain appropriate professional boundaries and ensure work remains within the defined scope of the service and the postholder's competence
- Facilitate appropriate specialist referrals where needs exceed the remit or competence of the role.

Quality, Recording, Monitoring and Reporting

- Maintain accurate, high-quality case records in line with organisational policies, confidentiality and data protection requirements.
- Record assessments, interventions, referrals, risk and safeguarding concerns, support plans and outcomes, using our case management system - Casebook.
- Ensure case notes and casework meet the standards required for the Advice Quality Standard (AQS) mark and Citizens Advice's national quality framework.
- Utilise AI software and other provided resources to check knowledge
- Participate in monthly Quality of Advice Assessments (QAA), independent file reviews, peer audits and other quality assurance activities as required
- Complete monitoring and reports required by the commissioner
- Provide impactful qualitative case studies and other evidence demonstrating service impact to support pilot review and future funding discussions.
- Encourage and support service users to provide feedback through evaluation surveys.

Contribution to Coventry Citizens Advice

- Contribute to the wider aims and values of Coventry Citizens Advice by delivering high-quality, client-focused advice services.
- Maintain working knowledge and engage in continuous development of relevant Citizens Advice generalist advice areas and use appropriate guidance, resources and referral pathways.
- Attend and actively participate in Citizens Advice wider Health and Wellbeing team discussions, local welfare rights forums and whole organisation briefings and in person away days.
- Identify trends and contribute evidence to social policy and campaigning work
- Work collaboratively with colleagues across projects and other specialist roles to provide a consistent and holistic service offer.
- Promote equality, diversity, accessibility and the values and objectives of Coventry Citizens Advice and the REACH HIU service.

Person Specification

Essential Experience, Knowledge and Skills

1. Advice and Casework Experience
Experience of providing advice, casework or support to individuals with complex or multiple needs, with the ability to assess circumstances, identify priorities and develop practical, achievable action plans.

2. Welfare Benefits and Financial Support
High level knowledge and experience of welfare benefits and income maximisation advice, including mean and non-means tested benefit assessments, making applications, challenging decisions up to appeals level and organising hardship support.

3. Housing Knowledge and Support
High level advice knowledge and experience of housing-related issues, including homelessness and crisis prevention, tenancy sustainment, rent arrears and housing insecurity, with the ability to provide appropriate advice, advocacy and negotiation, and practical support.

4. Person-Centred Communication and Engagement
Ability to independently build trusting relationships and communicate effectively with individuals who may be

experiencing crisis, distress, homelessness, financial hardship or barriers to engaging with services, adapting communication to meet individual needs.

5. Advocacy and Empowerment
Ability to independently advocate appropriately on behalf of individuals while promoting self-advocacy, choice, independence and empowerment, and supporting people to understand their rights, responsibilities and options.

6. Partnership and Multi-Agency Working
Ability to work collaboratively with colleagues and external agencies, including health, housing, social care and voluntary and community organisations, to coordinate support, make appropriate referrals and ensure individuals do not become lost between services.

7. Case Management, Quality and Professional Practice
Ability to independently manage and prioritise a caseload effectively, including identifying urgent or high-risk issues; maintain accurate and high-quality case records; and work within professional boundaries. Ability to contribute to quality assurance, monitoring and evaluation requirements, including contributing to accurate reports for funders.

8. Strong IT and Digital Skills
Ability to confidently use case management systems, Microsoft Office and other digital tools to manage information, maintain accurate records and produce reports. Ability to use AI appropriately to support efficiency, without relying on it as a substitute for professional knowledge or judgement.

9. Safeguarding, Equality and Professional Judgement
Understanding of safeguarding, confidentiality, data protection and professional boundaries, with the ability to recognise risk, work within the scope and competence of the role, and promote equality, diversity, accessibility and anti-discriminatory practice.

Desirable

- Experience of working with people who frequently access emergency, crisis or health services, or who have multiple and complex needs.
- Experience of working within a health, social care, community, voluntary sector or Citizens Advice setting
- Experience of working within a multi-disciplinary team or partnership involving health and/or statutory services.
- Experience of using case management systems and contributing to service reporting, monitoring, evaluation or improvement.
- Knowledge of the wider determinants of health and how housing, financial circumstances and social factors can affect health and wellbeing.

Other Requirements

- Willingness to work across Coventry, including office, hospital, community and outreach locations, with flexibility according to the needs of the service.
- Enhanced DBS check required
- Given the short mobilisation timescale for this pilot project, the ability to accept the post within no longer than one month of offer is important.