

Vacancy Caseworker (Part Time)



Contract:	2 year fixed term until 31st March 2020
Hours:	21 hours per week over 3 days
Location:	Acorn House 361 Midsummer Boulevard Central Milton Keynes Buckinghamshire MK9 3HP
Salary:	(Salary Band 5) £20,265 per annum pro rata. Actual Salary - £11,821

Citizens Advice Milton Keynes is a local charity that helps people to resolve their legal, money and personal problems. The organisation has been providing free, confidential, and impartial advice since 1972 and helps approximately 10,000 local people every year.

We are looking for an enthusiastic, committed and confident person to join our small, team of staff. The successful candidate will provide face to face advice and support to local people, including those living in the community who could be considered 'vulnerable adults'.

The Caseworker will assist clients with complex welfare, debt and housing enquiries, covering issues across each subject. This requires a good foundation knowledge of each advice area, so competence in these subjects is essential. This is a challenging role, managing a demanding caseload, working to strict quality standards and ensuring that all work is compliant with our contract funders.

Applicants need to be –

- Computer-literate, although training on our case recording systems will be given.
- Confident in working to performance targets.
- Able to show good communications skills, both written and verbal. These are essential in the role, as are excellent customer service skills with a non-judgemental approach.
- Prepared to work independently and from a variety of community based locations.

A background in advice giving is desirable but not essential.

The successful Applicant/s will be asked to undergo a Disclosure and Barring Service (DBS) check.

Closing date:	Friday 18 th May 2018 at 13:00hrs
Interviews:	w/c Monday 28 th May 2018
To Apply:	E-mail – director@mkcab.org.uk or call 01908 545184 for an application form

Citizens Advice Milton Keynes is a Living Wage employer. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.