

Citizens Advice Telephone Centre provides specialist telephone advice on behalf of the Legal Services Commission in DEBT, EMPLOYMENT, HOUSING and BENEFITS. The centre currently has some 45 staff and we are currently seeking the following to join our team:

EMPLOYMENT CASEWORKER (up to £23,473 per annum) – full / part time

EMPLOYMENT CASEWORK SUPERVISOR (£26,682 per annum)

EMPLOYMENT TEAM LEADER (£29,171 per annum)

This category covers help on anything to do with what happens at work.

For example, a client may feel they have been sacked unfairly, or may need advice on aspects of their employment contract or whether they have a case for discrimination of any kind (disability, age, race, sexual, etc). Ultimately advisors can assist clients to take cases to tribunal.

WELFARE BENEFITS CASEWORKER (up to £23,473 per annum)

This category covers help with entitlements to all kinds of welfare benefits.

The applicant should have knowledge of benefits and tax credits and have knowledge in some or all of the following: the various Social Security Acts, Child Support Acts, Tax Credit Acts 1999 and 2002, the Local Government Finance Act 1992, and the Social Security Fraud Act 2001.

For example, a client may need advice on the benefits available for them in their circumstances to increase their low income. They may want to understand the specific criteria for certain benefits and why they have been refused them. They may need assistance to appeal a refusal or to negotiate with the relevant authorities to achieve their rights.

HOUSING CASEWORKER (up to £23,473 per annum FTE)

This category covers help on legal problems to do with a person's home.

For example, providing advice on homelessness, antisocial behaviour (by a client or a neighbour), rent or mortgage arrears, problems with deposits, opportunities for improvements or repairs, or how to address threatened eviction. This work can include the rights of leaseholders.

ADDITIONAL INFORMATION

You will require recent experience of advice in the relevant legal area, be computer literate, have excellent communication, interpersonal and team work skills, and be able to manage your own caseload in line with LSC standards.

HOURS

All posts are 37.5 hours full time, although part time hours will be considered.

OTHER FUTURE VACANCIES

We are currently reviewing the recruitment needs of our **DEBT** team. If you are interested in joining CATC in the future as a **Debt Caseworker**, please email the address below.

TO APPLY

- Please send an email to recruitment@sstac.co.uk to request an application pack.
- Closing dates for **completed** application forms is Wednesday 26th August 2009.

CATC is an equal opportunities employer