

Citizens Advice South Somerset

**Post:** **Mental Health Discharge Support, Advice Caseworker**

**Hours:** **37 per week**

**Responsible to:** **Team-leader, Wider Determinants of Health**

**Salary Grade:** **£23,000 - £25,037 pro rata per annum**

**Employer Pension:** **3%**

**Job Share:** **Considered**

**Base:** **Citizens Advice South Somerset (CASS)**

**Geographic Remit:** **Somerset**

**DBS:** **Enhanced**

### **Context of role**

The role will work as part of a Somerset wide, multi-disciplinary team of personnel from voluntary and health sector agencies (Somerset Mental Health Alliance). The aim of this project is to provide holistic and person-centred support to clients preparing to move on following in-patient mental health care. Each client's support network will be focused on their individual needs and recovery goals assisting them as they move from in-patient mental health services back into the community.

This role will be ideal for someone with demonstrable experience of advising clients who have mental health support needs including those recovering from a period of acute mental ill health. One of the biggest challenges for these clients' recovery is often a lack of suitable accommodation and support. The role will focus on resolving clients' barriers to recovery including accommodation, financial independence and other advice related needs. The role will require an adviser with considerable knowledge and expertise in housing advice and knowledge of supported accommodation.

### **Role purpose**

The purpose of the post is to:

- 1) Work in collaboration with the client and other members of their support network (Transition Team) to complete an advice needs assessment as part of the client's transition support plan
- 2) Provide advice and casework to the client in liaison with the client's other support workers (their Transition Team)
- 3) Adhere to the partnership's systems and processes
- 4) Undertake monitoring and evaluation including gathering and recording client outcome data
- 5) Support the wider work of Transition Team

# Citizens Advice South Somerset

## **A) Advice giving**

1. Provide assessment, advice and casework support to clients face-to-face, by telephone or digitally in accordance with the policies and procedures of CASS and the requirements of clients and partners
2. Negotiate recovery goals with clients and use these as the focus for the advice work
3. Undertake thorough and appropriate research and explore options and implications so that clients can make informed decisions
4. Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning
5. Refer internally or to other specialist agencies as appropriate
6. Provide housing and other casework support as required
7. Ensure that all work conforms to the organisation's office manual and the Advice Quality Standards.
8. Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation

## **B) Service Co-ordination**

1. Maintain effective working relationships with partners and stakeholders and attend regular Transition Team meetings
2. Work in collaboration with partners and colleagues to create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff, partners and clients are supported.

## **C) Learning, Development and Training**

1. Participate fully in continuing professional development training and keep your knowledge and skills up to date in accordance with the Citizens Advice standards of practice.

## **D) Research and Campaigns**

1. To assist with research and campaigns by providing information about clients' circumstances through the appropriate channel and through encouraging and overseeing similar commitments from the other advisers and assessors.

## **General Duties**

1. Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed
2. Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy
3. Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues
4. Identify own learning and development needs and take steps to address these
5. Carry out any other tasks to ensure the effective delivery and development of the service.

## Citizens Advice South Somerset

### Person specification

Person Specification	Selection Matrix
Excellent communication skills and experience of developing effective working relationships with teams of staff from across different organisations and from a range of professional backgrounds	Essential Application & Interview
Demonstrable experience of working in mental health services including providing one-to-one support to clients during their treatment and into their recovery	Essential Application & Interview
Ability to travel in order to work with clients whilst they are in hospital (Taunton, Yeovil and Bridgwater) or as they are transitioning back into the community	Essential Application
Knowledge and understanding of supported living options, accommodation and community based mental health services in Somerset	Desirable
Qualified and confident adviser with experience of delivering one-to-one advice in a Citizens Advice service or similar (quality assured) setting	Essential Application
Experienced in providing housing, budgeting, income maximisation and other advice casework to clients and of managing a client caseload including offering new client appointments each week	Essential Application & Interview
Ability to develop clear, linear systems, processes and procedures and to co-ordinate work effectively to ensure that deadlines and key dates are managed and met.	Essential Application & Interview
Confident and professional approach to your work and the ability to take personal responsibility for your own actions and work plans	Essential Application & Interview
Demonstrable experience of working safely and appropriately with clients and of working to standards of best practice in relation to confidentiality, information assurance and safeguarding	Essential Application & Interview
Proven IT, numeracy and literacy skills and the ability to use office software, cloud based programmes and Citizens Advice IT systems effectively	Essential Application & Interview
An understanding of and commitment to the aims, principles and policies of the Citizens Advice Service and the positive value of diversity	Essential Application
Experience of recruiting, training and supporting volunteers to assist in project activities	Desirable Application