

Homelessness & Housing

Outreach Caseworker

Context of Role:	The Outreach Adviser provides dedicated, high-quality, targeted advice and casework to clients in community settings to help end homelessness, tackle severe financial hardship, and resolve complex housing and benefit challenges
Reporting to:	Supervisors / Operations Lead
Hours:	Full-time or Part-time (subject to funding application requirements). Based at Uttlesford Citizens Advice with delivery across various Uttlesford community outreach locations.
Salary:	£28,000 - £34,000 FTE (based on experience) (FTE based on 37.5 hour week)
Application Process:	Application forms available at www.uttlesfordca.org.uk Submit your completed application form and covering letter by email to recruitment@uttlesfordca.org.uk Please note that CVs will not be accepted
Application Deadline:	12 Noon Monday 5th October
Start Date:	October

About Uttlesford Citizens Advice

Citizens Advice is a unique local charity, helping around 4,000 people each year to deal with difficulties in their lives, such as job loss, illness bereavement or relationship breakdown.

We give people the knowledge and the confidence they need to find their way forward - whoever they are and whatever their problem.

Our service is delivered primarily by our dedicated and well-trained team of volunteers, supported by around 21 part-time and full-time members of staff

We offer:

- 28 days paid holiday, including bank holidays (pro rata for part time staff)
- We are a Family Friendly Employer
- Flexible working arrangements (where business needs allow)
- Pension Scheme
- Expenses reimbursed
- Staff refreshments
- Free Access to Telus Heath - a mental health and wellbeing service that offers anonymous, confidential support 24 hours a day, 365 days a year
- Staff and Volunteer social events and activities
- Access to Charity Workers discount scheme:
<https://www.charityworkerdiscounts.com/login>



The Role

This is a crucial frontline role aimed at bringing advice directly to those who need it most within our community, supporting the "Ending Homelessness in the Community" initiative. As Outreach Adviser, you will deliver targeted advice, casework, and support in community venues, ensuring accessible, person-centred assistance for vulnerable individuals facing homelessness, housing instability, or severe financial distress.

You will work closely with community partners, local authorities, and local charities to

identify individuals in need, offer proactive intervention, and help clients achieve stable housing, maximize income, and resolve debt and benefit issues.

Main duties and responsibilities:

Key Accountabilities	Key Elements and Tasks
Outreach Advice & Casework	• Provide a comprehensive advice and casework service focusing on housing and homelessness prevention. • Deliver advice across a range of channels, including face-to-face appointments at outreach venues, home visits, telephone, and digital channels. • Act for clients by calculating benefit entitlement, completing application forms, negotiating with third parties (such as landlords and local authorities), and drafting letters. • Assist clients with related issues, including employment, housing security, debt management, and emergency financial support. • Refer and signpost clients to specialist internal advisers or external partner agencies as appropriate. • Maintain strict compliance with Citizens Advice membership standards and the Advice Quality Standard (AQS).
Community Engagement & Partnership	• Establish and maintain strong working links with local community groups, statutory bodies, housing providers, foodbanks, and local charities. • Promote outreach services across the district to ensure vulnerable and hard-to-reach groups are aware of available support. • Contribute to joint multi-agency approaches to prevent homelessness and tackle health/social inequalities across the community.
Casework Management & Administration	• Maintain detailed, accurate, and timely case records using Citizens Advice case management systems (Casebook). • Ensure all work complies with information assurance,

	- data protection (GDPR), and confidentiality guidelines. - Track client outcomes and gather feedback
Research & Campaigns	Identify systemic issues affecting clients
Learning, Development & Professional Standards	- Keep up to date with legislation, case law, and local policies relevant to housing, welfare benefits, and community support. - Participate in ongoing training and professional development required for the role and by funding bodies. - Provide support and guidance to volunteers and staff assisting with general advice or form-filling in outreach settings
Other Duties	- Uphold the aims, principles, and equal opportunity policies of the Citizens Advice service. - Participate actively in team meetings, supervision, and performance appraisals. - Adhere to health, safety, and lone working guidelines when conducting outreach work.

Personal skills and qualities:

Criteria	Essential	Desirable
Education & Qualifications	Citizens Advice Certificate in Generalist Advice or equivalent advice experience/qualification, or willingness to complete training.	Specialist qualification in Welfare Rights or Housing Advice.
Advice & Casework Experience	Demonstrable experience of providing advice and casework in welfare	Experience working within a Citizens Advice local office or community voluntary sector

	benefits, housing, or debt. • Knowledge of housing rights, homelessness prevention strategies, and benefit systems. • Experience interviewing clients across multiple channels (face-to-face, phone, digital).	setting. • Experience working directly with individuals experiencing homelessness or housing vulnerability
Outreach & Community Engagement	• Ability to build positive relationships with community partners, local authorities, and third-sector agencies. • Ability to work independently and resourcefully in outreach environments and community venues.	• Understanding of the specific challenges facing rural communities in accessing services.
Communication & Negotiation	• Excellent oral and written communication skills, with experience preparing client letters and casework notes. • Strong negotiation skills when liaising with third parties (e.g. landlords, DWP, local council officers).	• Experience presenting evidence or advocating on behalf of clients at formal reviews or appeals.
Organisation & Quality Assurance	• Highly organised approach with the ability to manage a busy case list, prioritise workload, and meet project deadlines.	

	• Understanding of file management principles and quality assurance frameworks (e.g. Advice Quality Standard).	
Digital & IT Skills	• Competent in Microsoft 365 / Google Workspace and electronic case management systems • Good numeracy skills for calculating benefit entitlements and financial statements.	• Familiarity with Citizens Advice Casebook system (or similar case management systems)
Mobility & Travel	Ability and willingness to travel regularly across the Uttlesford district to deliver outreach appointments and home visits (access to a car for work purposes or equivalent mobility).	• Full UK driving license and access to own vehicle.

Personal Attributes

Essential

- Emotional resilience and empathy necessary to support individuals in crisis or facing severe housing and financial difficulties.
- Commitment to equality, diversity, and non-judgmental service delivery.
- Collaborative approach and ability to work effectively as part of a multi-disciplinary local team.
- High level of integrity, professional boundaries, and discretion.

Safeguarding & Values

Essential

- Strong commitment to safeguarding vulnerable adults and children.
- Adherence to the core aims, principles, and policies of the Citizens Advice service.

Recruitment Process

Shortlisted candidates will be invited to a competency and values-based interview assessing their experience against the person specification, as well as a practical task on the day.

Uttlesford Citizens Advice is committed to providing a supportive and inclusive Culture.

We recognise the positive value of diversity, promoting equality, inclusion and challenging discrimination.

We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, inclusion and diversity a fundamental part of all our activities.

We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Uttlesford Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, pregnancy and maternity, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.