



Case Checker



What will you do?

- Provide effective case checking processes to support achievement of a QAA green standard across the general advice unit within Citizens Advice Mid Lincs (CAML).
- You will need to ensure that the information provided to support our clients is consistent, accurate, efficient and effective.
- You will take immediate action to contact clients where urgent corrective action is necessary.
- You will support the learning and development of all volunteer assessors, advisers and trainees.



Role purpose

- To promote QAA green standard advice processes as good practice across all departments of CAML.
- To complete case checking requirements for the general advice teams at CAML.



Key work areas and tasks

- Check the case records of designated staff to fulfil quality standards and case checking criteria.
- Manage your workload to ensure cases are checked within an agreed timescale.
- Ensure consistent quality of advice through quality control case checking.
- Provide practical feedback to volunteers to support them to develop their skills and to enable them to become confident, self-reliant advice workers.
- Assist in identifying training and development needs.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.

- Ensure general service provision meets Citizens Advice Membership standards.
- Keep technical knowledge up to date.

Generic

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Maintain effective admin systems and records relevant to the role.
- Attend regular internal meetings relevant to the role (staff, team etc).
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the CAML team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

Other duties

- Demonstrate commitment to the vision, values and principles of CAML.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person Specification

- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
- A good, up to date understanding of equality and diversity and its application to the provision of advice.
- Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Ability to communicate effectively verbally and in writing.
- Demonstrable understanding of the issues affecting society and their

implications for clients and service provision.

- Demonstrable understanding of the issues involved in interviewing clients.
- Ability to research, analyse and interpret complex information.
- Ability to use IT systems and packages, and electronic resources in the provision of advice.
- Ability to monitor and maintain recording systems and procedures.
- A commitment to continuous professional development.

And we'll reimburse expenses too.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



Contact details

If you are interested in becoming an initial checker and would like to discuss flexibility around location, time, 'what you will do' and how we can support you, or to receive an application pack, please send an email to:

recruitment@citizensadvicemidlincs.org.uk