Money & Mental Health Project Caseworker (Remote)

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply

This role is funded by Kent County Council through the Crisis & Resilience Fund.

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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre (CAKLC) is an independent charity affiliated with national Citizens Advice and the Law Centre Network. **We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area.** Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our **generalist advice services**, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our **specialist legal advice** covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty. We currently hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum; ensuring that vulnerable people across Kent can access high-quality, free legal advice.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county.

We hope you will want to be part of this journey with us.

The role

Job Title	**Money & Mental Health Project Caseworker (Remote)**
Hours	Full or part-time considered. Full-time = 37.5 hours per week, Monday to Friday. Part-time must be minimum of 21 hours over 3 days/week
Salary	£28,373 – £32,723 per annum, depending on experience, pro-rata for part-time.
Status	12-month fixed term contract, with potential to extend subject to funding.
Location	Anywhere in the UK

Would you like to use your specialist advice skills to transform the lives of vulnerable people facing the pressures of debt and other issues?

Our award-winning Money & Mental Health Project provides intensive, person-centred support to some of the most vulnerable people across Kent. Many clients are living with severe or enduring mental health conditions alongside complex debt, benefit, housing and financial capability issues. They may have struggled to engage with other services or feel too overwhelmed to manage correspondence, appointments and difficult decisions without trusted support. The project's collaborative approach was recognised with the Kent Healthwatch Recognition Award 2025, while its holistic casework has delivered significant financial and wellbeing outcomes for clients.

As a Money & Mental Health Project Caseworker, you will become a consistent and trusted point of contact, taking time to understand each client's circumstances and providing practical support for as long as needed to reach a sustainable outcome. Alongside specialist debt and welfare benefits advice, you will look at the whole picture—maximising income, improving financial capability, advocating with creditors and agencies, and connecting clients with wider support.

This is an opportunity to combine technical expertise with compassion, persistence and creativity. Your work will ease immediate pressure, help clients regain control of their finances and give people the stability and confidence to move forward.

If you are passionate about high-quality advice and want to see the real difference your casework makes, we would love to hear from you.

Job Purpose:

To provide specialist debt, welfare benefits and financial capability advice to clients experiencing mental health challenges and other vulnerabilities. The postholder will deliver holistic casework, advocacy and support, helping clients improve their financial resilience, maximise income, manage debt, and access appropriate services.

Main Duties:

Specialist Advice and Casework

- Deliver high-quality, holistic advice that brings together specialist debt and welfare benefits expertise, in line with Citizens Advice and CAKLC quality standards.
- Manage a varied caseload of clients experiencing complex financial difficulties alongside mental health challenges or other vulnerabilities.
- Explore each client's circumstances in depth, identifying their priorities, financial position, support needs and the barriers they face.
- Explain available debt options clearly, negotiate with creditors and help clients make informed, realistic decisions.
- Maximise clients' income by identifying benefit entitlement, grants and other sources of financial support.
- Support clients with benefit claims, mandatory reconsiderations and appeals where appropriate.
- Prepare accurate financial statements, affordability calculations and assessments of suitable debt remedies.
- Provide practical help with forms, applications, correspondence and gathering supporting evidence.
- Maintain clear, accurate and timely case records, ensuring that all work meets relevant quality, confidentiality and data protection requirements.

Person-Centred Support and Advocacy

- Build trusted, consistent relationships with clients who may be experiencing anxiety, depression, severe mental illness, trauma or emotional distress.
- Adapt the pace, channel and style of support to help clients overcome barriers to accessing and engaging with advice.
- Advocate assertively and sensitively with creditors, statutory agencies and other services so that clients' needs and circumstances are understood.
- Support clients through the Debt and Mental Health Evidence Form process where appropriate.
- Help clients understand their rights, responsibilities and options, enabling them to make informed decisions and regain control.
- Use person-centred and trauma-informed approaches, maintaining professional boundaries throughout every interaction.
- Recognise and respond to safeguarding concerns, escalating them promptly in line with organisational policy.

Partnership Working and Referrals

- Develop productive relationships with NHS services, mental health teams, social prescribers, local authorities and community organisations.
- Coordinate timely referrals so clients can access specialist and community support without having to navigate services alone.
- Share insight and expertise with partners, contributing to stronger referral pathways, service development and improved client outcomes.

Accessible Service Delivery and Community Engagement

- Proactively engage clients who may be reluctant, overwhelmed or unable to use traditional advice services.
- Raise awareness of the relationship between money and mental health through community engagement and partnership activity.
- Contribute to workshops, training and awareness events that improve access to advice and understanding of the project.

Teamwork and Service Delivery

- Work collaboratively with colleagues to meet project commitments, manage demand and deliver a responsive, high-quality service.

- Share knowledge, good practice and practical support, contributing to collective problem-solving and a positive team culture.
- Contribute ideas and learning that help the project improve its reach, quality and impact.

Learning and Professional Development

- Maintain and develop professional knowledge through continuing professional development, supervision and relevant learning activities.
- Keep up to date with legislation, case law, policy and practice relating to debt, welfare benefits and financial capability.
- Reflect on your practice, identify learning needs and take responsibility for pursuing development opportunities.

Research, Campaigns and Insight

- Capture emerging issues, case studies and service data—with appropriate client consent—to support research, campaigns and evidence-led change.

Professional Responsibilities

- Undertake other reasonable duties within the scope of the role to support the effective delivery and development of the service.
- Act consistently with CAKLC's aims, values, policies and commitment to inclusive practice.
- Follow health and safety requirements and take shared responsibility for a safe working environment.

Person Specification

	Essential / Desirable
Knowledge & Experience	
Experience of providing debt or welfare benefits advice at a casework level.	Essential
Current knowledge of debt and welfare benefits advice law, practice and available remedies;	Essential
Experience of working with vulnerable clients.	Essential
Understanding of safeguarding responsibilities and professional boundaries.	Essential
Experience of delivering debt advice within a MaPS debt advice project.	Desirable
Demonstrable interest in supporting vulnerable people in your community.	Desirable
Skills & Abilities	
Ability to build trust and rapport with people experiencing distress or vulnerability.	Essential
Ability to complete accurate financial statements and assess options.	Essential
Experience of negotiating with creditors on behalf of clients.	Essential
Have excellent verbal and written communication skills.	Essential
Good numeracy skills with the ability to carry out efficient calculations and prepare budgets for clients	Essential
Have excellent digital skills (good knowledge of Microsoft Office/Google suites, email, search engines and internet security).	Essential
Accurate case recording and quality-standard compliance	Essential
An enthusiastic attitude, patience and empathy to support people with the issues they are facing.	Essential
The ability to work without close supervision, prioritise your own work and meet deadlines.	Essential
Ability and willingness to follow agreed procedures	Essential
The ability to work to targets and willingness to work creatively to achieve them.	Essential
Ability to work collaboratively with a range of professionals and partner	Essential

organisations.	
An ability to demonstrate a high level of commitment to training, identify own training needs and participate in continued personal development opportunities	Essential
Be non-judgmental and respect views, values and cultures that are different to your own.	Essential
Understanding of confidentiality and data protection requirements	Essential
Personal Attributes	
Compassionate and empathetic, with a commitment to person-centred and trauma -informed practice.	Essential
Commitment to access to justice and values of Citizens Advice and the Law Centre Movement	Essential
Reliable and responsible with a strong sense of accountability	Essential
Positive and collaborative	Essential
Commitment to CAKLC's mission and values	Essential
Flexible and adaptable to meet changing service needs	Essential
Other Requirements	
Willingness to undertake training as needed for the role	Essential

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 37.5-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus four additional days leave between Christmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development, with opportunities to build skills in new areas.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To express an interest in this position, please send your CV to:
ann.starke@nwkent.cab.org.uk

There is no closing date for this role. We will review applications as they are received and will keep the vacancy open until a successful appointment has been made. If you are interested, we encourage you to apply as soon as possible.