Citizens Advice Carlisle & Eden

Help to Claim Adviser

## **Job Title**: Help to Claim (Universal Credit) Adviser

## **Reports to**: Lead Caseworker

## **Location**: Broadacre House, Lowther Street, Carlisle

## **Hours**: 15 hours per week

## **Salary**: £21,589 (pro rata)

**Help to Claim (Universal Credit) Adviser**

Thanks for your interest in working at Citizens Advice Carlisle and Eden.

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.

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|  | **3 things you should know about us** |

**We’re local and we’re national**. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.**2. We’re here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.**3. We’re listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us. **Our values****We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.**We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.****We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively. |
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| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.This role sits our network of independent charities, delivering services from* over 600 local Citizens Advice outlets
* over 1,800 community centres, GPs’ surgeries and prisons

They do this with:  * 6,500 local staff
* over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live. |  |

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 **The role**

Citizens Advice is delivering the “Help to Claim service”, which offers end-to-end support to help people make a new Universal Credit claim and prepare for their first payment.

We are looking for an adviser with good IT skills to support clients to make and complete their new Universal Credit claim, as well as a commitment to the aims and principles of the Citizens Advice Service.

You’ll have the ability to interview clients using sensitive listening and questioning skills, to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.

 **Role profile**

**Advice giving**

* Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
* Supporting clients to use IT to make their new Universal Credit claim
* Use Citizens Advice resources to find, interpret and communicate the relevant information to clients
* Complete benefits checks
* Research and explore options and implications so that clients can make informed decisions.
* Act for the client where necessary using appropriate communication skills and channels.
* Refer internally, or to other specialist agencies, as appropriate.
* Ensure that all work meets quality standards and the requirements of the funder
* Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
* Maintain detailed and accurate case records, to ensure continuity of casework, and assist with statistical monitoring and reporting.
* Work in a variety of settings including community outreach, Jobcentres and local authority offices as required
* Complete the required training to comply with quality assurance processes

**Research and campaigns**

* Support our research and campaigns work through various channels including case studies, data collection and client consent

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training
* Read relevant publications
* Attend relevant internal and external meetings as agreed with the line manager
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

**Administration**

* Use of telephony and IT equipment for multichannel delivery of advice services
* Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis
* Ensure that all work conforms to your organisation’s systems and procedures

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
* Demonstrate commitment to the aims and policies of Citizens Advice
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

 **Person specification**

**Experience (through paid or voluntary work)**

1. Knowledge of Welfare Benefits, including Universal Credit, preferably in a social welfare context
2. Experience of working with the Citizens Advice network or the advice sector
3. Proven ability and willingness to work as part of a team

**Knowledge**

1. An understanding of and commitment to the Aims and Principles of the Citizens Advice service, including our equality and diversity policies
2. An understanding of and commitment to the Research & Campaigns work undertaken by Citizens Advice
3. A thorough understanding of the issues involved in interviewing clients

**Qualifications and training**

1. A commitment to continuous professional development, including a willingness to develop knowledge and skills in required areas
2. Ability to acquire the Citizens Advice General Advice certificate (or equivalent)

**Skills and abilities**

1. Ability to give and receive feedback objectively, sensitively and a willingness to challenge constructively
2. Ability to manage workload effectively whilst maintaining a healthy work/life balance
3. Excellent numeracy skills
4. Proven ability to deal appropriately with a range of people via verbal, written and digital communication methods
5. Proven ability to monitor and maintain own standards
6. Proven ability to use information technology in the provision of advice and in the preparation of reports