
Role:	Universal Credit Adviser
Hours:	37 per week (fulltime) or will consider jobshare (18.5 per week)
Salary:	£21,074 pa (pro rata)
Based at:	To be decided

Covering Cheshire West district (full time) or covering the Ellesmere Port & Chester area/ Northwich & Winsford area (jobshare)

Primary Purpose

To be a key member of the universal credit team, delivering advice and support about universal credit and related issues.

Key Tasks

1. Project development
 - To support the Universal Credit senior adviser in developing a range of materials to assist people in claiming and managing universal credit.
 - Assist other Citizens Advice Cheshire West staff in raising awareness of universal credit amongst the general public and partner agencies in the public and voluntary sectors.
2. Advice provision
 - Work with team leaders across the district to enable volunteers to
 - carry out universal credit support assessments;
 - explain universal credit issues, including conditionality;
 - assist clients to open or manage bank accounts;

- assist clients to make online claims;
 - identify and understand issues that might arise out of an individual's claim.
- Personally assist referred clients to
 - open or manage bank accounts;
 - make online claims;
 - understand issues that might arise out of their claim.
 - complete home visits when needed
3. Money management
- Provide one-to-one support to referred clients around money management, including:
 - the transition to monthly budgeting;
 - managing housing costs;
 - making informed decisions about credit.
4. Training
- Assist team leaders and other staff in devising and delivering training to volunteers.
 - Participate in the delivery of training to partner-agencies in the public and voluntary sectors.
5. Administration
- Maintain records of advice to individuals on the Citizens Advice electronic case management system.
 - Maintain and provide other statistics and evidence of work as required by your line manager.
6. Other duties and responsibilities
- Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service.

- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.
- Carry out any other related tasks as required by the management team to ensure the efficient provision of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Contribute to frontline service delivery as and when required.
- Identify own learning and development needs and take the necessary steps to address them.
- Contribute to frontline service delivery as and when required.

Person specification

Essential requirements:

1. Experience of delivering advice and information.
2. A good working knowledge of the benefits system.
3. An understanding of money management and debt issues.
4. Demonstrable ability to devise and deliver training.
5. Understanding and empathy in relation to poverty.
6. A demonstrable commitment to good client care.
7. Demonstrable written and verbal communication skills.
8. The ability to plan and set priorities for own work.
9. Good IT skills
10. Numeracy skills required to understand statistics and check accuracy of calculations.
11. An understanding of equality and diversity and its application to the provision of advice.
12. The ability to work across the district.

Preferred requirements:

13. A thorough understanding of universal credit.
14. A thorough understanding of debt options and remedies.