



# Universal Credit Help to Claim Adviser Job pack

Thanks for your interest in working at Citizens Advice Cheshire West. 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'll find:

- Our organisation
- Our values
- 3 things you should know about the Citizens Advice service
- Information about the role
- The role profile and person specification



# Citizens Advice Cheshire West

## **WHO ARE WE?**

We are a locally focussed charity and the largest independent advice agency in Cheshire West and Chester. We operate four full-time offices, in Chester, Ellesmere Port, Northwich and Winsford, offering information, advice and assistance on most aspects of social welfare law. In 2017/18, we helped around 16,000 people from across the areas we serve.

## **WHAT WE DO**

We provide free, impartial advice and information on a range of issues including employment, benefits, housing and debt. We offer a comprehensive service of information, advice, advocacy and representation, as well as working actively for change in the policies and practices of organisations that impact on the lives of the people we work with.

## **WHO WE WORK WITH**

Through our daily interaction with residents from Cheshire West, we have an in-depth understanding of the issues local people are struggling with and we use our data and insight to tailor our services so that they help address the needs of local people.

## **RECOGNISING NEEDS**

We recognise that problems don't just happen in isolation, but can have a severe effect on people's lives. Solving them helps to stop these situations escalating. The wider impact of advice (what we achieve as a result of solving problems and providing support) is just as important. Four out of every five people we work with said that our advice helped improve their lives.

## **THE DIFFERENCE WE MAKE**

Having a problem can adversely affect a person's mental or physical health. 70% of the people we help say they feel less stressed and 46% say their physical health improved. This is also true for people with existing health conditions who require additional support from health services. 57% said they were better able to manage their condition after coming to us.

## Our values

**We're respectful.** We treat others as we would wish to be treated ourselves.

**We're helpful.** We work cooperatively.

**We're effective.** We seek to secure the best-possible outcomes.

## 3 things you should know about Citizens Advice

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 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.

# How Citizens Advice works

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 in the national charity which includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

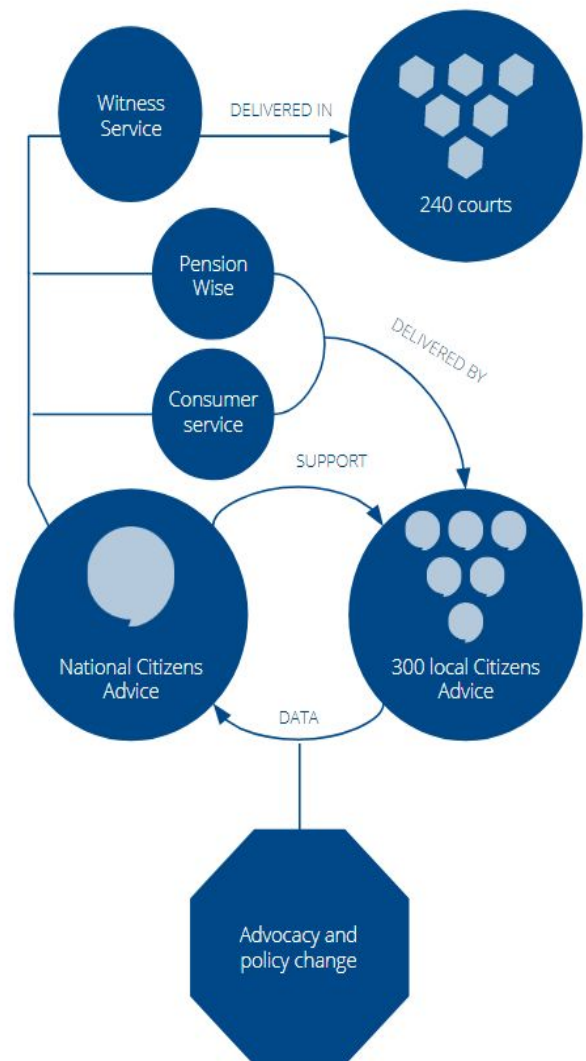
Our network members are all independent charities, delivering services from

- 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.





## The role

Citizens Advice is set to deliver a new service which offers end-to-end support to help people make a new Universal Credit claim and be ready for when their first payment arrives.

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

<b>Job Title:</b>	Universal Credit Help to Claim Adviser
<b>Reporting to:</b>	Money Advice Manager
<b>Salary:</b>	£21,589 (pro rata)
<b>Hours of work:</b>	26 hours pw
<b>Location:</b>	Base (to be decided) but covering the Cheshire West and Chester district
<b>Role purpose:</b>	To provide support for clients making a new Universal Credit claim
<b>Key accountabilities</b>	<b>Key elements/Tasks</b>
<b>Advice giving</b>	<ul style="list-style-type: none"><li>- 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</li><li>- Supporting clients to use IT to make their new Universal Credit claim</li><li>- Use Citizens Advice resources to find, interpret and</li></ul>

	<p>communicate the relevant information to clients</p> <ul style="list-style-type: none"> <li>- Complete benefits checks when appropriate</li> <li>- Research and explore options and implications so that clients can make informed decisions.</li> <li>-</li> <li>- Act for the client where necessary using appropriate communication skills and channels.</li> <li>-</li> <li>- Refer internally or to other specialist agencies as appropriate.</li> <li>- Ensure that all work meets quality standards and the requirements of the funder</li> <li>- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.</li> <li>- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.</li> <li>- Work in a variety of settings including community outreach, Jobcentres and local authority offices as required</li> <li>- Complete the required training to comply with quality assurance processes</li> </ul>
<b>Research and campaigns</b>	<ul style="list-style-type: none"> <li>- Support our research and campaigns work through various channels including case studies, data collection and client consent</li> <li>-</li> </ul>
<b>Professional development</b>	<ul style="list-style-type: none"> <li>- Keep up to date with legislation, policies and procedures and undertake appropriate training</li> <li>- Read relevant publications</li> <li>- Attend relevant internal and external meetings as agreed with the line manager</li> <li>- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate</li> </ul>

<b>Administration</b>	<ul style="list-style-type: none"> <li>- Use of telephony and IT equipment for multichannel delivery of advice services</li> <li>- 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</li> <li>- Ensure that all work conforms to your organisation's systems and procedures</li> </ul>
<b>Other duties and responsibilities</b>	<ul style="list-style-type: none"> <li>- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service</li> <li>- Demonstrate commitment to the aims and policies of Citizens Advice</li> </ul>



# Person specification

## Key Essential Criteria

1. Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them
2. Knowledge of the benefits systems including Universal Credit
3. Ability to use telephony and IT systems to deliver services across multiple channels for example webchat and telephone
4. Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production
5. Good IT knowledge with an ability to support clients with their online claim application
6. Ability and willingness to work as part of a team
7. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
8. Ability to work in outreach settings with an understanding of information assurance and safety in those settings
9. Ability to develop and maintain positive working relationships with external stakeholders
10. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
11. A good up to date understanding of equality and diversity and its application to the provision of advice
12. Ability to monitor and maintain standards for advice provision and quality assurance



## Desirable

1. Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate
2. Ability to carry out accurate benefit check calculations

## Requirements for role

1. Awareness that Citizens Advice clients are at the heart of everything that we do.
2. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
3. A proven commitment to continuing professional development of self and wider team.
4. IT proficiency including competent use of Google and Microsoft Office.
5. Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout.
6. Willingness and ability to work occasional unsocial hours and undertake some travel throughout the UK with some overnight stays.

**Citizens Advice Cheshire West is committed to equality and diversity and welcomes applications from all sections of the community.**

**Citizens Advice Cheshire West treats your personal data collected during the recruitment process in accordance with its data protection policy.**

**Information about how your data is used and the basis for processing your data is provided in our job applicant privacy notice at [www.citizensadvicecw.org.uk/vacancies](http://www.citizensadvicecw.org.uk/vacancies)**

