Help to Claim Adviser

Job description

Team overview	The Help to Claim Team work as part of the national Help to Claim service to provide support for people with initial applications relating to Universal Credit
Reporting to	Help to Claim Supervisor
Location	Home based (within easy reach of Chester office preferable)
Hours	15 hours per week (x 2 days); Fixed term until end of December 2025 (possible extension until March 2026)
Salary	FTE £27,711 - £30,060 per annum pro rata (experience dependent)
Role purpose	Within the initial contact, to help and provide full support for clients to make a new Universal Credit (UC) claim
Main responsibilities	Key tasks
Service delivery	• Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and support them to make a new UC claim • 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 when appropriate • 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 KPI target requirements of the funder.

	• To support clients via webchat and on the National Help to Claim telephone line.
Information technology	• Effective use of G Suite and Google Workplace
Team development	• Support our research and campaigns work through various channels including case studies, data collection and client consent • Maintain regular contact with direct and indirect team members/colleagues.
Meetings	• Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate • Attend relevant internal and external meetings as agreed with the line manager
Administration	• Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. • 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
Personal development	• Complete the required training to comply with quality assurance processes • Keep up to date with legislation, policies and procedures and undertake appropriate training • Read relevant publications • To undertake regular training to keep up to date with the changing issues of Universal Credit.
Other	• Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service. • Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. • Ensure that work reflects and supports the Citizens

	Advice service's equality and diversity strategy.
	• Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

Help to Claim Adviser

Person specification

Essential criteria	
1	Working or volunteering experience with Citizens Advice
2	A background in advice giving and/or welfare benefits
3	Experience of dealing with clients/customers in a telephone or webchat advice setting
4	Proven ability of effectively working to performance targets
5	Demonstrable experience of working individually and within a team environment
6	Experience of interviewing clients empathetically
7	Previous experience of working within a remote team