# Job Pack – Help to Claim Adviser (Universal Credit)

The Citizens Advice network is set to deliver a comprehensive, enhanced support service called Help to Claim. From April 2019 Airdrie Citizens Advice Bureau will provide the advice and support people need to submit their claim for Universal Credit and support them through to their first payment.

# About the role

* **Job Title:** Help to Claim Adviser (Universal Credit)
* **Location:** Airdrie
* **Hours per week:** 30 hours per week
* **Type of contract:** Fixed-term contract until 31 March 2020
* **Salary:** £22295 - £25,000 per annum FTE (commensurate with experience)
* **Closing Date:**10/01/2021
* **Interviews:** 15/01/2021

**About the job**

We are looking for a client-focused individual with experience of providing welfare benefits advice, to join us as a Help to Claim Adviser (Universal Credit). In this role you will be using telephony and webchat to ensure our clients get the support they need.

To succeed, you will need relevant experience and knowledge of the wider welfare benefit system including Universal Credit, demonstrating strong oral and written communication skills. It would be an advantage if you had recent experience and knowledge of undertaking welfare cases to appeal level if required. We are also looking for a proven ability to work effectively and well organised. Proficiency using a range of IT tools to carry out your work, including case management systems, online claims’ services and Microsoft Office applications is essential. Committed, results-driven and supportive to the needs of others, you work well within a team and are willing to follow and develop agreed procedures.

As Help to Claim Adviser (Universal Credit), you will deliver a holistic advice and support service aimed at clients on completing their initial Universal Credit claim, and to support them through to their first payment. This will involve helping with the online forms, the evidence required, and verifying their identity online using telephone and web chat.

**Employee benefits**

Airdrie Citizens Advice Bureau offers excellent terms and conditions and is an inclusive employer considering flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please contact us for more information.

**How to apply**

For further details and information on how to apply, please contact [evelyn.anderson@airdriecab.casonline.org.uk](mailto:evelyn.anderson@airdriecab.casonline.org.uk). Please note that the post is subject to the disclosure of criminal history information.

**Equality & diversity monitoring**

To help Airdrie Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: evelyn.anderson@airdriecab.casonline.org.uk

**Job description**

* **Position:** Help to Claim Adviser (Universal Credit)
* **Responsible to: Depute CEO Elaine Tocock**

**Key responsibilities**

* To conduct telephone and web chat interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities
* To explore clients’ circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability
* To assist with the setup of a Universal Credit account, including setting up a personal email account and/or bank account, if needed
* To provide support to clients completing and submitting their claim form, ensuring clients have identified and gathered all evidence and documentation needed
* To support the client through the first assessment period and helping them to complete the identity verification process online, if needed
* To support clients to prepare for their first appointment with a Jobcentre Plus work coach
* If appropriate, to support the client with applying for any additional support such as short-term advance and/or access to the Scottish Welfare Fund
* To ensure the client understands the payment schedule and takes action to prepare
* To liaise where appropriate with bureau staff and other relevant agencies as appropriate
* To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* To ensure that all work meets quality standards and the requirements of the funder
* To provide and develop a quality advice service in relation to Universal Credit, including the ability to act as a ‘best practice lead’ for other staff and volunteers
* To keep abreast of the latest developments relating to welfare benefits and Universal Credit

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

# Person specification

**Knowledge, skills and experience**

**Essential**

* A sound working knowledge of social security benefits and entitlement, including Universal Credit
* Experience of working with people with multiple and complex needs
* Ability to work without supervision and prioritise workload
* Experience of preparing, planning and delivering briefings and/or group work sessions.
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and managers
* Ability to use telephony and IT systems to deliver services across multiple channels (web chat and telephony)

**Desirable**

* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**The Airdrie** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC012238**

**Charity name: Airdrie Citizens Advice Bureau**