# Job Information: Money Talks Team and UC Help to Claim Multi Channel CAB Adviser

The Citizens Advice network is contracted to deliver a comprehensive, enhanced support service encompassing the Money Talks Team (MTT) and Help to Claim projects. This is delivered through the channels of telephone, web chat and face-to-face interaction with clients.

Project aims:

* **Help to Claim** aims to support people to make a Universal Credit claim - from initial claim to first full correct payment
* **Money Talks Team** aims to motivate low income families to seek financial advice to maximise their income by ensuring that they are not paying more for essential goods and services than they need to and that they are getting all the benefits, grants and exemptions (council tax, energy) to which they are entitled.

# About the role

* **Job Title:** Multi Channel CAB Adviser
* **Location:** Inverness
* **Hours:** 1 x35 hours per week full-time or 2 x 17.5 hours per week part-time. The requirement to be available from 8am and up to 6pm is essential and will be allocated on a rota basis.
* **Type of contract:** Fixed-term contract until 31 March 2021
* **Salary:** IBS Grade 5 Point 17 to 20: £20,529 – £22,198 (Dependent on experience)
* **Closing Date:** 4th September 2020 at 12 Noon

# About the job

We are looking for a client-focused individual with experience of providing welfare benefits advice and income maximisation benefit checks, to join us as a Multi Channel Adviser covering Money Talks Team and Help to Claim projects. In this role you will use telephony and webchat as well as seeing clients face-to-face to ensure they get the advice, information and support needed.

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. Experience of using benefit entitlement calculators and explaining the results of the benefit check will be an advantage. 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.

# How to apply

For further details and information on how to apply, please email:

[admin@invernesscab.casonline.org.uk](mailto:admin@invernesscab.casonline.org.uk)

**Job description**

**Position:** Multi Channel CAB Adviser

**Responsible to:** Helpline Manager

**Key responsibilities**

* To conduct telephone, web chat and face-to-face 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, options, 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 carry out Benefit Checks explaining in detail to clients the next stages to claim benefits or appeal decisions – if required to assist clients in making applications or advising clients where to go for further assistance
* 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 assist clients to access grants or exemptions they may be entitled to and get cheaper deals on things like gas and electricity
* 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 arrange face-to-face appointments with Bureaux elsewhere in Scotland to assist the client if required.
* To keep abreast of the latest developments relating to welfare benefits and Universal Credit
* Attending team and staff meetings as required
* Carrying out other duties as specified by the Manager relating to income maximisation advice within the Bureau.

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

**Person specification**

**Knowledge, skills and experience**

**Essential**

* A sound recent 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 be able to prioritise workload.
* 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 commitment to the aims, principles and policies of Citizens Advice Bureau.
* 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, telephony and face-to-face).
* 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.