# 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, Hamilton Citizens Advice Bureaux 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:** Hamilton
* **Hours per week: 17.5** hours per week
* **Type of contract:** Fixed-term contract until 31 March 2020
* **Salary: £19,000 - £21,000** per annum (commensurate with experience)
* **Closing Date: 14th April 2019 at 12 midnight**
* **Interviews: Thursday 18th April 2019**
* Hamilton CABx is seeking to recruit a Help to Claim Adviser (Universal Credit) for 17.5 hours per week. This post will form part of a network of advisers across Lanarkshire operating a rota system.

**About the job**

We are looking for a citizen-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 help /ensure our citizens get the support they need face to face.

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. 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 citizens 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 webchat.

**Employee benefits**

Hamilton Citizens Advice Bureau offers excellent terms and conditions, including a total of 28 days leave plus 10 Public Holidays and a pension scheme with a 3% employer contribution. Hamilton Bureau is an inclusive employer considering flexible working arrangements where appropriate.

**How to apply**

For further details and information on how to apply, please contact Morag McDonald. Please note that the post is subject to the disclosure of criminal history information.

**Equality & diversity monitoring**

To help Hamilton 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: morag.mcdonald@hamiltoncab.casonline.org.uk

**Job description**

* **Position:** Help to Claim Adviser (Universal Credit)
* **Responsible to:** Team Leader – General Service

**Key responsibilities**

* To conduct telephone and web chat interviews, using sensitive listening and questioning skills to allow citizens to explain their problem(s) and empower them to set their own priorities
* To explore citizens’ 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 citizens completing and submitting their claim form, ensuring they have identified and gathered all evidence and documentation needed
* To support the citizen through the first assessment period and helping them to complete the identity verification process online, if needed
* To support citizens to prepare for their first appointment with a Jobcentre Plus work coach
* If appropriate, to support the citizen with applying for any additional support such as short-term advance and/or access to the Scottish Welfare Fund
* To ensure the citizen 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 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 disclosure of criminal history information

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

**Charity number: SC0 07443**

**Charity name: Hamilton Citizens Advice Bureau**