

- > **Job Title:** Help to Claim Adviser (Universal Credit) 15hrs/week
- > **Responsible to:** Kate Hughes

About the role

The Citizens Advice network is set to deliver a comprehensive, enhanced support service called Help to Claim. From April 2019 Denny and Dunipace 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.

A Help to Claim Adviser (Universal Credit) delivers a holistic advice and support service aimed at clients on completing their initial Universal Credit claim, and supports them through to their first payment. This involves helping with the online forms, the evidence required, and verifying their identity online by providing a face to face service.

Job description

Key responsibilities

- > To conduct face-to-face, 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 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

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 Denny and Dunipace Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.

Charity number: 004864

Charity name: Denny and Dunipace CAB