* **Job Title:** Help to Claim Adviser (Universal Credit)
* **Responsible to:** Multichannel Hub Coordinator

# About the role

The Citizens Advice network is responsible for delivering a comprehensive, enhanced support service called Universal Credit - Help to Claim. A Help to Claim Adviser (Universal Credit) delivers a holistic advice and support service from the point a claimant makes their initial Universal Credit claim right through to their first payment. This involves empowering the claimant by helping with the online forms, gathering the evidence required, and verifying their identity online using face-to-face, telephone and web chat.

Due to COVID-19 and the restrictions on face to face contact, this post is currently being carried out by multi-channel delivery and there will be an expectation that the successful post holder will be trained in both face to face and multi-channel delivery to aid resilience during and beyond this challenging period.

# Job description

**Key responsibilities**

* To primarily conduct face-to-face interviews, but to also conduct telephone and web chat interviews as required, 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.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* A good working knowledge of social security benefits and entitlement, including Universal Credit
* Experience of working with people with multiple and complex needs
* Excellent organisational skills and an ability to prioritise workload and work without supervision
* Experience of using a range of software applications to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email and an ability to use telephony and IT systems to deliver the service across multiple channels including face-to-face, web chat and telephony.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and succinct manner
* 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 or similar or working towards completion
* Basic knowledge of other advice agencies to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* The post is subject to the disclosure of criminal history information.

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

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