

Help to Claim Advisor Job pack

Thanks for your interest in working at Citizens Advice Cheshire West. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our organisation
- Our values
- 3 things you should know about the Citizens Advice service
- Information about the role
- The role profile and person specification

WHO ARE WE?

We are a locally focused charity and the largest independent advice agency in Cheshire West and Chester. We are located in various outreaches across the district and offer information, advice and assistance on most aspects of social welfare law in person and through telephone, email and webchat. In 2019/20, we helped around 16,000 people from across the areas we serve.

WHAT WE DO

We provide free, impartial advice and information on a range of issues including employment, benefits, housing and debt. We offer a comprehensive service of information, advice, advocacy and representation, as well as working actively for change in the policies and practices of organisations that impact on lives of the people we work with.

WHO WE WORK WITH

Through our daily interaction with residents from Cheshire West, we have an in-depth understanding of the issues local people are struggling with and we use our data and insight to tailor our services so that they help address the needs of local people.

RECOGNISING NEEDS

We recognise that problems don't just happen in isolation, but can have a severe effect on people's lives. Solving them helps to stop these situations escalating. The wider impact of advice (what we achieve as a result of solving problems and providing support) is just as important. Four out of every five people we work with said that our advice helped improve their lives.

THE DIFFERENCE WE MAKE

Having a problem can adversely affect a person's mental or physical health. 70% of the people we help say they feel less stressed and 46% say their physical health improved. This is also true for people with existing health conditions who require additional support from health services. 57% said they were better able to manage their condition after coming to us.



Our values

We're respectful. We treat others as we would wish to be treated ourselves.

We're helpful. We work cooperatively.

We're effective. We seek to secure the best-possible outcomes.



Three things you should know about Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice works

The Citizens Advice service is made up of national Citizens Advice and a network of around 290 local Citizens Advice members.

The national charity includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales.
- 3000 Witness Service volunteers.

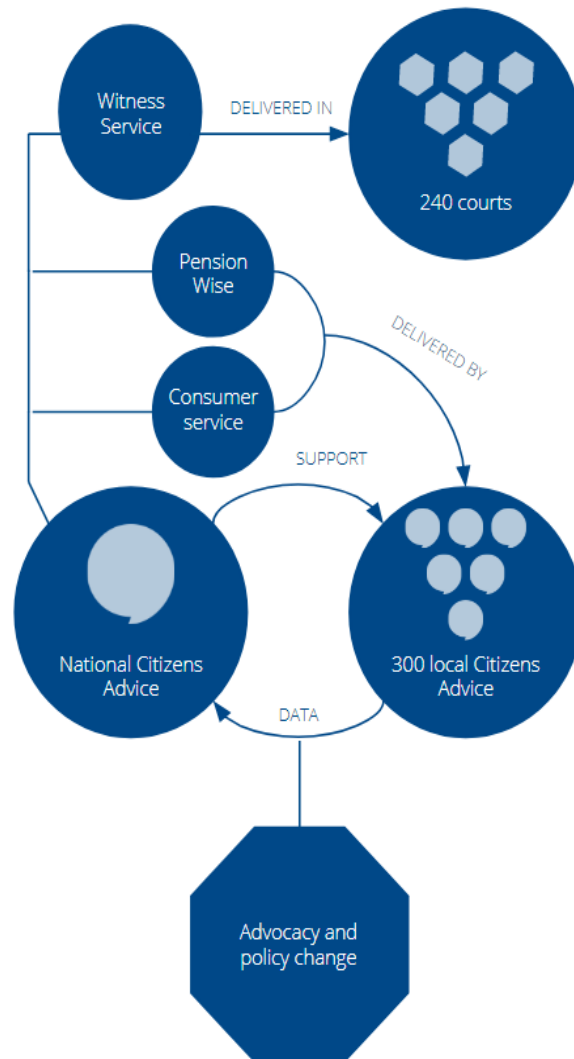
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets.
- over 1,800 community centres, GPs' surgeries and prisons.

They do this with:

- 6,500 local staff.
- Over 23,000 trained volunteers.

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



Help to Claim Adviser



Job description

Team overview	
Reporting to	Help to Claim Supervisor
Location	Home based
Hours	<p>8am - 4pm; 9am - 5pm; 10am - 6pm; Mon - Fri (on a rota basis)</p> <p>Full time - 37 hrs pw, Mon - Fri Part - time 15 hrs pw</p> <p>Fixed term until end of March 2023</p>
Salary	FTE £22,571 - 24,920 per annum (pro rata)
Role purpose	To help and provide support for clients making a new Universal Credit claim
Main responsibilities	Key tasks
Service delivery	<ul style="list-style-type: none"> • Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities • Supporting clients to use IT to make their new Universal Credit claim • Use Citizens Advice resources to find, interpret and communicate the relevant information to clients • Complete benefits checks when appropriate • Research and explore options and implications so that clients can make informed decisions. • Act for the client where necessary using appropriate communication skills and channels. • Refer internally or to other specialist agencies as appropriate. • Ensure that all work meets quality standards and the

	<p>KPI target requirements of the funder.</p> <ul style="list-style-type: none"> • To support clients via webchat and on the National Help to Claim telephone line.
Information technology	<ul style="list-style-type: none"> • Effective use of G Suite and Google Workplace
Team development	<ul style="list-style-type: none"> • Support our research and campaigns work through various channels including case studies, data collection and client consent • Maintain regular contact with direct and indirect team members/colleagues.
Meetings	<ul style="list-style-type: none"> • Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate • Attend relevant internal and external meetings as agreed with the line manager
Administration	<ul style="list-style-type: none"> • Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. • Use of telephony and IT equipment for multichannel delivery of advice services • Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis • Ensure that all work conforms to your organisation's systems and procedures
Personal development	<ul style="list-style-type: none"> • Complete the required training to comply with quality assurance processes • Keep up to date with legislation, policies and procedures and undertake appropriate training • Read relevant publications • To undertake regular training to keep up to date with the changing issues of Universal Credit.
Other	<ul style="list-style-type: none"> • Promote and work within the aims, policies, membership requirements and equal opportunities

	<p>policies of the Citizens Advice service.</p> <ul style="list-style-type: none"> • Abide by health and safety guidelines and share responsibility for own safety and that of colleagues. • Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy. • Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
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Help to Claim Advisor



Person specification

Essential criteria	
1	Working knowledge and experience of the Universal Credit claiming process
2	Working knowledge of the wider benefit system
3	Demonstrable experience of working individually and within a team environment
4	Ability to interview clients empathetically, using a holistic approach to explore the issues fully
5	Ability to identify when signposting or referral to other agencies may be necessary.
Desirable criteria	
	Experience of working or volunteering with Citizens Advice or other advisory third sector organisations.



