



Help to Claim Adviser Job Description

Grade/Salary: Salary scale for post £26,421 with annual increments up to £28,770 pro rata for part-time

Benefits: [Click here to see the range of benefits we offer](#)

Hours: 37 hours per week or part-time hours of 28.5 hrs of per week

A flexible approach will be needed to meet the service provision to ensure cover between the hours of 8am and 6pm

Location: UK home based* (some travel will be required within Leicestershire and Northamptonshire)

Contract: Fixed term to 31st March 2024 (possibility of continuation subject to funding and performance)

Line Manager: Help to Claim Service Manager

Purpose of Role:

To work as part of the Help to Claim service offering end-to-end initial claims support for Universal Credit which will be available online, over the phone, web chat and video call.

Working as part of a team to provide an effective and efficient service for first time Universal Credit claimants. The service, which includes advice, information and digital support, will be delivered via telephone, web chat and video call. The aim of the role is to assist clients to make a claim for Universal Credit and to provide help and support until their first full payment of Universal Credit.

Key work areas and tasks:

1. Service Delivery

- Engage with clients to assess individual support needs to determine the level of service most appropriate for each client. Using sensitive listening skills and empowering clients to set their own priorities. This will be done through telephone, web chat and video calls.
- Support and assist clients to use IT to make Universal Credit Claim.
- Use Citizens Advice resources to find, interpret and communicate the relevant information to clients.
- Complete benefit 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 requirements of the funder.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Complete the required training to comply with quality assurance processes.

2. Research and Campaigning

- Contribute to both local and national campaigns where appropriate
- Assist with research and campaigning work by providing information about clients' circumstances through the appropriate channel
- Raise awareness and report any particular trends or issues affecting the client group to the Project Lead.

3. Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training
- Read relevant publications
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

3. Administration

- 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.

4. Other duties and responsibilities

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies
- Ensure mandatory training is completed as required
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues
- Respect confidentiality at all times to ensure that all staff, volunteers and clients are treated fairly to comply with Equal Opportunities Policy
- Comply with all aspects of Citizens Advice Membership Scheme
- Work with other members of staff and volunteers to promote the work of LCA
- Comply with LCA's policies and procedures including ensuring that all client interaction is GDPR compliant
- Be able to accommodate reasonable changes in working hours in order to meet the needs of the business
- Any other duties as required to ensure the effective provision of the service

*please refer to the home working policy

**Citizens Advice LeicesterShire
HELP-TO-CLAIM ADVISER**

Person Specification

ESSENTIAL CRITERIA		Measured at		
		Application	Interview	Probation
1.	Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Ability to use multi-channels for example webchat and telephone to deliver services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Ability to use IT systems and packages, and resources in the provision of advice, record keeping, document production and supporting online applications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5.	Ability and willingness to work as part of a team	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	A commitment to continuous professional development, including a willingness to complete training for the role and to continue to develop knowledge and skills in advice topics	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
7.	An understanding of information assurance and safety in this role	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
8.	Ability to develop and maintain positive working relationships with external stakeholders	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Ability to commit to and work with the aims, principles and policies of the Citizens Advice service	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
10.	A good up to date understanding of equality and diversity and its application to the provision of advice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.	Ability to monitor and maintain standards for advice provision and quality assurance	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

DESIRABLE CRITERIA		Measured at		
		Application	Interview	Probation
1.	Knowledge of the benefits systems including Universal Credit	<input checked="" type="checkbox"/>		
2.	Ability to carry out accurate benefit check calculations	<input checked="" type="checkbox"/>		
3.	Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate	<input checked="" type="checkbox"/>		

In accordance with Citizens Advice national policy we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.