



Help to claim Universal Credit Advisor

Job pack

Thanks for your interest in working at Citizens Advice Doncaster Borough 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 values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Doncaster Borough
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Emma Burdon by emailing emma@citizensadvice-doncasterborough.org

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 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 Doncaster Borough works

We are an independent charity governed by our trustee board, and operating from 3 main offices, plus outreaches, across the borough of Doncaster. Our Chief Executive is **James Woods**.

We are a forward-looking and expanding organisation with a team of paid and volunteer advisers and admin staff managed by our Operations Manager Emma Burdon. Our team works across all our offices to deliver high quality generalist advice and casework in debt and benefits – and clients have access to our services through drop-in, appointment, telephone, email and webchat.

We are committed to Citizens Advice aims, principles and policies and equality and diversity standards are embedded throughout our organisation. It is essential that all our clients have an equal opportunity to access our services and all our staff work hard to put this into practice.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

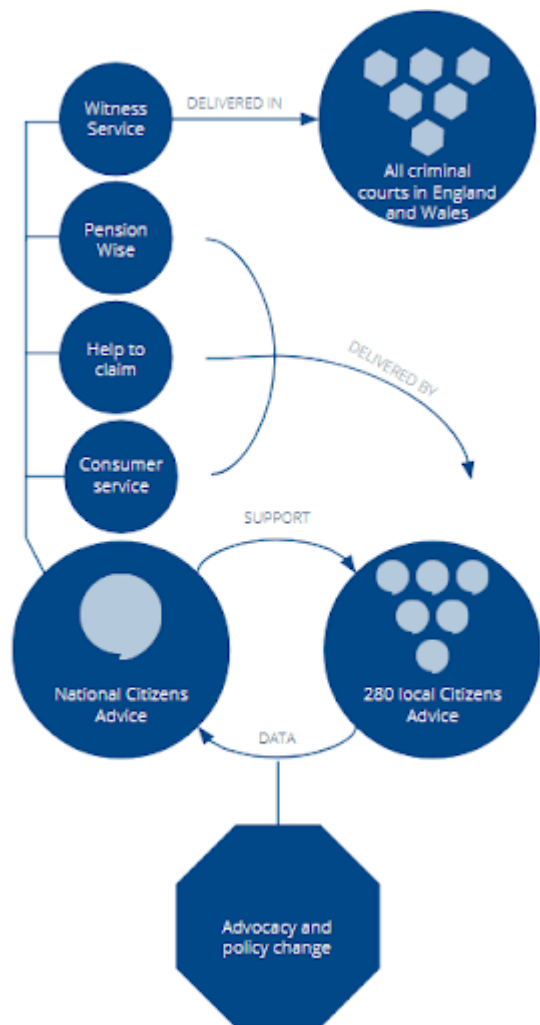
This role sits our network of independent charities, delivering services from

- 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.





The role

We are looking for a Help To Claim Adviser with excellent telephone and IT skills to support clients when making a new claim to Universal Credit. You will work to achieve the best outcomes for clients, provide high quality customer service and support to those accessing the service and demonstrate commitment to the aims and principles of the Citizens Advice Service.

Role profile

- Provide tailored telephone and web chat support using sensitive listening and questioning skills in order to allow clients to explain their situation
- Support service users to make a new Universal Credit claim and to understand the application processes and benefits systems
- Use Citizens Advice resources to resource, interpret and communicate the relevant information to clients
- Undertake accurate benefit checks to enable individuals to understand and manage their financial situation
- Research and explore options and clearly explain implications so that clients can make informed decisions.
- Liaise with external agencies such as DWP
- Provide effective support for those with potential language barriers via the use of telephone interpreting services
- 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 requirements of the funder
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management.

- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Person Specification

You will have the ability to effectively interview clients over the telephone using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of calls and ensuring clear communication via webchat

- Experience of providing tailored Advice or support
- Effective oral communication skills with particular emphasis on negotiating and representing.
- Ordered approach to workload and an ability and willingness to follow and develop agreed procedures.
- An understanding of the issues and challenges involved in interviewing and supporting clients.
- Ability to prioritise own work, meet deadlines and manage caseloads
- Ability to use IT in the provision of advice and the preparation of reports and submissions.
- An empathetic, approachable and reliable individual who works well with others
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
- The ability to adapt to varied client groups and situations

Desirable Criteria

- Experience of providing telephone advice or support
- Experience of working to targets or on funded projects
- An understanding of social trends and their implications for clients and service provision
- Knowledge of the benefits systems including Universal Credit
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

In accordance with Citizens Advice national policy we may 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.



Terms and conditions

Hours of work - 25 hours per week - this can be negotiated

Salary - £23,127- £24,640 (FTE)

A full-time post holder will be entitled to 38 days annual leave which are inclusive of the 8 normal bank holidays and 4 associated days. Holiday entitlement is pro-rata for part-time employees. The leave year runs from 1st April to 31st March.

The post will be subject to a 4-month probationary period.

The post is reliant on continued funding for 12 months and, in the unlikely event that funding is reduced or withdrawn, hours may be reduced or withdrawn accordingly following appropriate notice.



What we give our staff

You will receive training and support appropriate to your role as an employee at Citizens Advice Doncaster Borough. You will have the opportunity for professional development and will be an integral part of our friendly and committed team – with all the peer support and confidence that brings.

You will have the option to join our pension scheme administered through NEST and to join our cycle to work scheme