

**Help to Claim Adviser**

JOB TITLE: Help to Claim Adviser

RESPONSIBLE TO: Help to Claim Supervisor

PLACE OF WORK: Agreed Citizens Advice Liverpool office locations and from home (hybrid working available after probation)

HOURS OF WORK 35 hours per week FTE

SALARY: £25,806FTE per annum

  **Role Context**

Universal Credit (UC) is the fastest growing advice issue for the Citizens Advice service and improving the support available to people making a claim is vital. Our Help to Claim service guides people through the claims process - this will include identifying suitability, helping clients to start their claim and providing support to their first payment.

**Citizens Advice Liverpool is looking to recruit Help to Claim advisers with knowledge and experience of welfare benefits to join their team.**

The successful candidates will provide end to end telephone and web chat support for new Universal Credit claimants. Your understanding of legacy benefits will enable you to check whether a client would be better off on Universal Credit. You will also be able to identify clients who due to transition to Universal Credit via Managed Migration and support them through the process and application. You will be confident in your ICT skills to support clients in making their claim.

You’ll have the ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings, as well as a commitment to the aims and principles of the Citizens Advice Service.

 **Role Profile/Job Description**

**Advice Giving**

* Provide advice through telephone and webchat
* 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 ICT 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 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

**Research and campaigns**

* Support our research and campaigns work through various channels including case studies, data collection and client consent

**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

**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

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
* Demonstrate commitment to the aims and policies of Citizens Advice
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* Work from a variety of Citizens Advice Liverpool outlets and outreach locations across the city as required over the course of the week between the hours of 8am-6pm.

 **Person specification**

1. Recent knowledge and experience of the benefits systems, including experience of carrying out accurate benefit check calculations in a professional setting
2. Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate
3. Experience of providing advice through telephone and web chat
4. 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
5. Ability to interpret complex information and convey it in a way that is understandable to clients.
6. Good ICT knowledge with an ability to support clients with their online claim application
7. Ability to develop and maintain positive working relationships with a range of partnership organisations to reach Universal Credit claimants.
8. Assist with research and campaigns works by providing information about clients’ circumstances
9. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
10. Ability to meet targets and excel against objectives.
11. Ability and willingness to work both on own initiative and as part of a team.