

**Job Title:** Help to Claim Adviser (Universal Credit)

**Hours:** 35 per week

**Salary:** £22,572 p.a. (pay award pending)  
+ 6% employer pension contributions

**Responsible to:** Chief Executive

## About the role

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The Citizens Advice network is set to deliver a comprehensive, enhanced support service called Help to Claim. From April 2019 Perth Citizens Advice Bureau will provide the advice and support people need to submit and manage their claim for Universal Credit through to receipt of their first payment.

A Help to Claim Adviser (Universal Credit) delivers a holistic advice and support service aimed at clients completing their initial Universal Credit claim. This involves helping with the online forms, the evidence required, and helping clients to verify their identity online. The Help to Claim service will be delivered using face-to-face advice, telephone and web chat.

## Job description

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### Key responsibilities

- > To conduct face-to-face, telephone and web chat interviews, 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 an electronic 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 up-to-date with the latest developments relating to welfare benefits and Universal Credit
- > To participate in team meetings and training or development opportunities as required by the Chief Executive
- > To adhere to bureau policies and procedures
- > To undertake other tasks commensurate with the role as reasonable requested by the bureau Chief Executive.

## Person specification

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### Knowledge, skills and experience

#### Essential

- > A sound working knowledge of social security benefits and entitlement, including Universal Credit
- > Experience of working with people with multiple and complex needs
- > Ability to work without close supervision and to prioritise workload
- > Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
- > Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
- > Excellent organisational skills
- > 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
- > Ability to use telephony and IT systems to deliver services across multiple channels (face-to-face, web chat and telephony)

**Desirable**

- > Completion of Citizens Advice Bureaux Adviser Training Programme
- > Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

- > The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
- > The post is subject to the disclosure of criminal history information

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

**Charity number: SC003259**

**Charity name: Perth Citizens Advice Bureau**