



Citizens Advice Teignbridge

Job Vacancy

'Universal Support: Help to claim' – Lead Adviser

37.5 hours per week

£20,491 per annum, plus 3% employer's pension contribution

Job Share considered

Thanks for your interest in working at Citizens Advice Teignbridge. 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 Teignbridge
- The role profile and personal specification

Want to chat about this role?

If you want to chat about the role further, you can contact Vincent by emailing vincent.willson@citizensadviceteignbridge.org.uk

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 Teignbridge Citizens Advice works

We provide free, confidential and impartial advice. Our goal is to help you find a way forward, whatever problem you face, and to campaign for change on the issues affecting people's lives.

We're an independent charity and part of the Citizens Advice network. Most of our 100-strong team are trained volunteers, and we are supported by local councils, a variety of specialist funders, and the general public. We serve a population of 130,000 across Teignbridge and handle thousands of enquiries each year.

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.

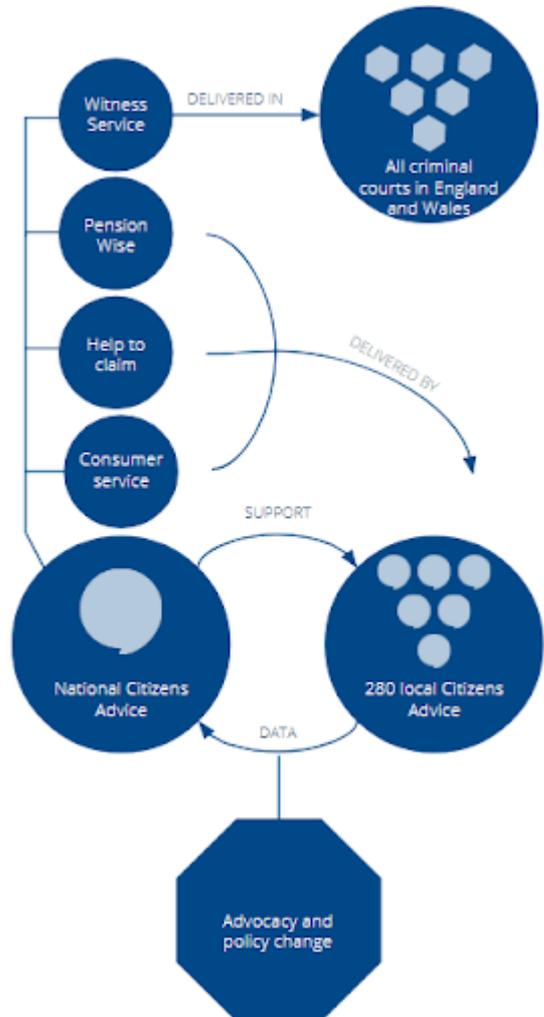
This role sits our network of independent charities, delivering services from

- 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

Citizens Advice is set to deliver a new service called “Universal Support: Help to Claim” which offers end-to-end support to help people make a new Universal Credit claim and be ready for when their first payment arrives.

We are looking for an adviser with good IT skills to support clients to make and complete their new Universal Credit claim, as well as a commitment to the aims and principles of the Citizens Advice Service.

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.



Role profile

Advice giving

- 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 the required quality standards
- 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.
- Work in a variety of settings including community outreach, Jobcentres and local authority offices as required
- 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

- Build and support a team of volunteers to carry out 'Universal Support: Help to Claim' advice sessions
- 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



Person specification

- Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients to find a way forward
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Ability to use telephony and IT systems to deliver services across multiple channels for example webchat and telephone
- Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production
- Good IT knowledge with an ability to support clients with their online claim application
- Ability and willingness to work as part of a team
- A commitment to continuous professional development, including a

willingness to develop knowledge and skills in advice topics

- Ability to work in outreach settings with an understanding of information assurance and safety in those settings
- Ability to develop and maintain positive working relationships with external stakeholders
- Demonstrate a commitment to the aims, principles and policies of the Citizens Advice service
- A good up to date understanding of equality and diversity and its application to the provision of advice
- Ability to monitor and maintain standards for advice provision and quality assurance
- Knowledge of the benefits systems including Universal Credit
- Ability to carry out accurate benefit check calculations
- Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

In accordance with Citizens Advice national policy the successful candidate may be required 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.