



Universal Credit: Help to Claim Supervising Adviser

Job pack

Thanks for your interest in working at Citizens Advice Taunton. 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.

Closing date for applications: Thursday 28th February 2019

Interview date: Tuesday 5th March 2019

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Taunton
- 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 Rhoda Cooke by emailing rhoda.cooke@tauntoncab.org.uk or calling 01823 448955.

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 Taunton works

Citizens Advice Taunton (CA-T) delivers advice and support to around 6,500 people living and working in Taunton Deane. We do this by providing the following services:



Generalist Advice Service – face-to-face advice delivered by our team of 70+ volunteer receptionists, advisers and administrators who are supported by paid Advice Supervisors. In 2017/18 our advice teams helped 6,640 clients with over 20,000 issues.



Somerset Adviceline – a telephone advice service delivered in partnership with all Somerset Citizens Advice offices. The service is staffed by volunteer advisers.



Email advice – we deliver advice via our website email submission form. This The service is staffed by volunteer advisers and ensure that people who cannot call or visit receive the same quality advice service.



Outreach Services – face-to-face advice delivered by volunteer advisers. These services are delivered in Wellington, Priorswood and Halcon.



In-reach Service – face-to-face advice delivered by a paid specialist adviser to inpatients at Wellsprings Hospital.



Equality and Diversity – We apply core values of dignity, respect, equality and non-discrimination, based on our common humanity. We seek to foster empowerment and participation at all levels,



Research & Campaigns – we collect evidence of the issues facing our clients and we use this evidence to challenge unfairness and influence decision makers at local, regional and national level.



Dedicated Projects - We work in partnership with the Local Authority, Macmillan Cancer Support, Wessex Water, MS Society and many more local and national partners to deliver a number of additional paid staff projects, including:

One Teams Money Matters: our one team money matter advisers provide debt advice to people living in a one team area (Wellington, Halcon and Priorswood or are referred to them by one team workers.

Macmillan Benefits Advice Service: provides benefit advice and Macmillan grant applications to people affected by cancer. The service is delivered by telephone, email, and face-to-face at our main office, the hospital, the Beacon Centre, St Margaret's Hospice and at home visits.

Multiple Sclerosis Access-to-Advice Line: provides advice and information on any subject to people affected by MS in the Taunton Deane area. The service is delivered by telephone, email, and face-to-face at our main office or at home if the client is housebound.

PensionWise: guidance appointments are available for people approaching retirement or aged 50 or over, have a defined contribution pension, and have not had a guidance appointment before. Appointments are delivered across Somerset and beyond.

Energy Best Deal Extra: provides advice to vulnerable consumers who are struggling to pay their bills, require better deals on energy and other energy related queries.

Litigants in Person: funded by the Lloyds Bank Foundation this project provides advice and assistance to survivors of Gender Violence and Abuse, to help them understand and complete the court processes required to arrange the protection they need from their perpetrator.

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.

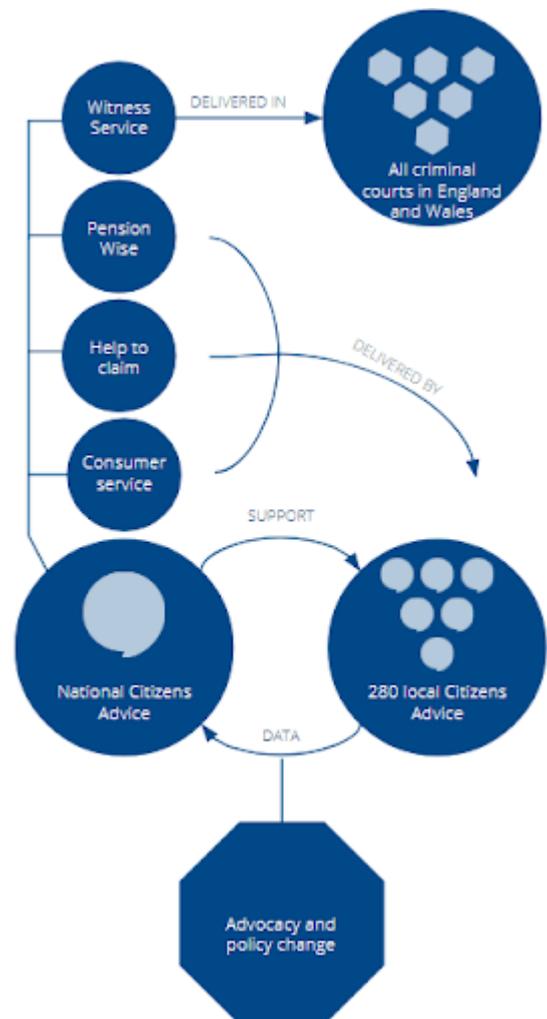
This role sits our network of independent charities, delivering services from

- 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

Context of role:

Responsible to the Operations & Advice Manager

The Opportunity & Role purpose:

Citizens Advice is set to deliver a new service called "Universal Credit: 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 a Supervising 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 will also support volunteer advisers to deliver Help to Claim and help gather essential information about how the new service is performing.

Salary: £20,000 to £22,000 (pro rata) depending on experience

Hours: 10-15 hours per week (to be confirmed)

Job location: Taunton

Contract type: Fixed term until 31/03/2020



Job description

Service Delivery:

- 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.
- Engage with clients to assess individual support needs to determine the most appropriate level of service.
- Actively promote the use of self-help information or assisted access to digital information as appropriate.
- Support and assist clients to:
 - access appropriate websites and identify relevant forms and self-help information
 - access, download and print off relevant information to complete online claim forms

- develop the skills and confidence to access digital services .
- Where assisted digital access will not meet the client's needs, assist them to start their Universal Credit claim. This may include:
 - setting up a personal email account for claimants
 - setting up a new bank account
 - accessing online gateway and setting up a Universal Credit account
 - assisting the client to complete the tasks required.
- Where a valid claim has been accepted, supporting the client until such time as they receive their first payment. This may include:
 - helping the client verify their identity
 - providing and uploading any additional information or evidence that the DWP may require
 - setting up an account
 - making or reviewing online journal entries
 - notifying any change of circumstances
 - preparing for DWP work coach appointments
 - providing basic budgeting support including accessing emergency financial support e.g. foodbank vouchers Research and campaigns.
- Collect evidence to highlight any problem areas and provide case studies to demonstrate the impact of the project.
- Maintain case records for the purpose of continuity, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms with the systems and procedures in place .

Professional development:

- Keep up to date with legislation, policies and procedures, undertake appropriate training and 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 multi-channel 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 and followed at all times.
- Ensure that all work conforms to our organisation's systems and procedures.
- Keep up to date with policies and procedures relevant to our organisations work and undertake appropriate training.

Other duties and responsibilities

- Assist and advise the relevant project lead on compliance with Citizens Advice

- project requirements and advice quality standards.
- Carry out any other relevant administrative and support duties required to ensure effective delivery of the Universal Credit: Help to Claim 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

Essential

1. Recent and ongoing experience of generalist/benefit advice service delivery, including a thorough understanding of Universal Credit and the ability to meet Citizens Advice competence requirements (with appropriate training if necessary) for a supervisory role.
2. 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 with them.
3. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
4. Ability to supervise and mentor volunteers in all service delivery areas.
5. Ability to use telephony and IT systems to deliver services across multiple channels i.e. webchat and telephone.
6. Good IT knowledge with an ability to support clients with their online claim application and to use IT systems and packages, and resources in the provision of advice, record keeping and document production.
7. Ability and willingness to work as part of a team and develop our volunteers.
8. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.
9. Ability to travel to and work in outreach settings with an understanding of information assurance and safety in those settings.
10. Ability to develop and maintain positive working relationships with external stakeholders.
12. Ability to monitor and maintain quality standards for advice provision and quality assurance.
13. A good up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff.
14. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.

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



What we give our staff

Annual Leave – 22 days per year (from year two, increasing by one day per year to a maximum 26 days) plus bank holidays. Pro rata for part-time employees.

Pension Contributions – Citizens Advice Taunton makes an employer contribution of 5% to the workplace pension scheme.

Continuing Professional Development – being able to achieve is important to us at Citizens Advice Taunton, we will work collaboratively with you to identify your development needs and assist you to reach these goals.

Employee Assistance Programme - confidential counselling and advice on a wide range of work and personal issues.