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**Job Description**

**Job Title:** Help to Claim Adviser

**Reports to:** Help to Claim Manager

**Salary:** £20,740

***Funding secured until 31st March 2022***

**Main Job Purpose**

To support Universal Credit claimants to correctly submit their claim. To triage claimants to assess their support needs and support them through the process. To provide advice and support on the process from start to finish via telephone, webchat and face to face.

**1. Part one of the client journey - making a claim.**

● Receive phone calls/answer webchats and see clients in Citizens Advice or Job Centre settings.

● Assess the client need and facilitate the right pathway for the client ● Assist clients in using computers and online applications

● Occasional home visiting for clients with mobility issues

**2**. **Part 2 of the client journey - completing a claim.**

● Provide support and advice in order for clients to complete their claim

● Provide support for people to gather the correct evidence in order to submit their claim

**3. Part 3 of the client journey - beyond the claim**

● Provide assistance and guidance in order for clients to be prepared for their first payment - this involves simple budgeting support

● Make client referrals and appointments within the generalist, specialist CA services or to partner agencies as appropriate.

● Provide support to clients to access flexibilities in UC such as:

● Alternative Payment Arrangements

● accessing financial support to help with the 5 week wait like Advance Payments

● understanding their first payment

● supporting a client to understand claimant commitments and how they might need this adapting.

**4. Service Delivery**

● Ensure that advice given meets Citizens Advice and Community Legal Service requirements.

● Request and access support for complex issues

● Ensure that appropriate systems are utilised for case recording (Casebook), follow up work and quality control.

● Meet target requirements for the service

**3. Staff Support**

● Attend regular supervision meetings in order to:

a) discuss progress and identify areas of support required

b) discuss the development and improvements in the service

c) participate in team meetings and communication with generalist and specialist service.

**4. Administration**

● Maintain effective and efficient administration systems.

● Participate in the collection of data

**5. Training and Development**

● Identify and implement your own training and development needs.

**6. Public Relations and Liaison**

● Promote the work of the Citizens Advice service both locally and nationally. **7. Research and Campaigns**

● Ensure the development of research and campaigns and instigate systems and procedures.

**Person specification**

|  | **Essential** | **Desirable** | **Method of**  **Assessment** |
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| **Knowledge**  **and**  **qualifications** | Basic understanding of benefits and welfare system in particular Universal Credit  Knowledge of IT | Basic advice provision Customer service  qualification  Administration  qualification | A/I |
| **Experience** | IT systems  Experience of working in a client/customer facing  environment  Experience of keeping accurate and detailed client records  Administration experience | Experience of using multi-channels for Advice work  Experience of  Community Outreach work | A/I |
| **Skills** | Good standard of English Excellent telephone manner  Effective written and verbal communication skills.  Ability to plan and prioritise own work  Ability to work on own  initiative but also as part of a team  Must have high level of accuracy and detail in order to submit clear and concise notes onto our recording system |  | A/I  A/T  T  T  A/I  T |

| **Qualities** | Committed to Citizens  Advice aims, principles and policies  Enthusiastic and motivated to ensure clients have the most positive experience  Has high standards for self and others  Willing to work across a variety of locations  Is committed to providing excellent customer services |  | A/I  I  I |
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Key A = application form

I = Interview

T = Test