



Help To Claim Support Worker Job pack

Thanks for your interest in working at Citizens Advice Staffordshire South West
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 Staffordshire South West
- The role profile and personal specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Tracey Argent by emailing tracey.argent@citizensadvicessw.org.uk or calling 07889 573803

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 Staffordshire South West works

The Citizens Advice service has had a presence in Staffordshire since 1939. As a charity, our community-based service has always strived to help anyone who needs it. We are well known, well established and a well-respected organisation that has grown and diversified over 80 years.

Citizens Advice Staffordshire South West has 120 volunteers and staff who work with over 10,000 people to address more than 30,000 issues every year, providing free, independent, impartial and high quality advice. Our service gives people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We provide face-to-face support at our five main offices and additional outreach venues across the districts of Stafford Borough, Cannock Chase and South Staffordshire. Further support is available by telephone, email and web chat so clients can access the service in a way that suits them.

The main areas of advice we provide are welfare benefits, universal credit, debt, housing, fuel poverty, employment and family matters and we are the only service who is there to support everyone whatever their issue. We provide additional specialist casework services for debt and housing. Further specialist services include Victim Gateway, Pensionwise and Building Better Opportunities. We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people's lives.

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.

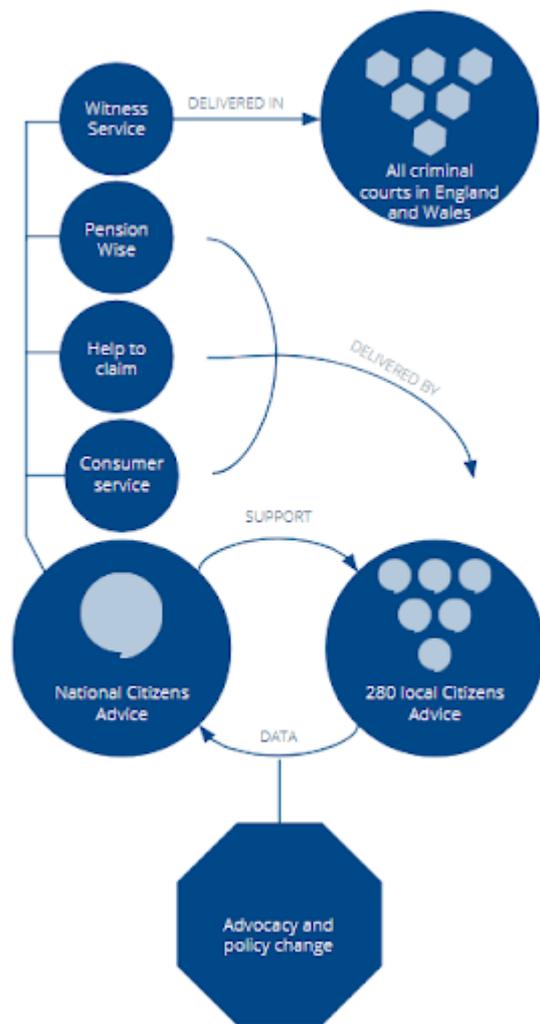
This role sits our network of independent charities, delivering services from

- 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.



Reporting to the Operations Manager, the HTC Support Worker is a support role responsible for providing help and support to Universal Credit claimants

You will ensure the effective delivery of the Help to claim service to Universal credit claimants across Stafford Borough, Cannock chase and South Staffordshire districts



Role profile

Support work

- Deliver a face to face support service to Universal Credit claimants including providing a triage to assess a client's needs, provide digital support, help claimants to start their claim and provide necessary evidence.
- Deliver support to client's in an outreach setting including local Job Centres
- Help deliver a telephone and webchat service to UC claimants.
- Ensure that all work conforms to the service model devised by Citizens Advice and other funding requirements, as appropriate.
- 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
- Ensure income maximisation through the take up of all appropriate benefits.
- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.

Project Management

- Accept responsibility for the day-to-day running of the project, including diary management.
- Help establish, develop and maintain a range of partnerships to reach UC claimants.
- Build and maintain good working relationships with Job Centre and Local authority staff
- Communicate/liaise effectively with project funders including the exchange of information and feedback to line and senior managers.
- Work closely with colleagues and management team to ensure the smooth running of the project.

- Ensure timely reporting of project statistics and outcomes to project funders and CA management.
- Ensure the effective operation of referral systems.
- Attend training courses appropriate for your self-development.
- To meet specified individual targets

General Citizens Advice activity

- To take referrals from the general service work as and when required.
- Promotion of the service with volunteers and other paid staff
- To be accessible across the offices to provide support to volunteers
- Prepare, deliver and support learning of volunteers interested in supporting the project
- Complete any general training as required.

Research & Campaigns

- Assist with research & campaigns work by providing information about clients' circumstances through the appropriate channel.
- Complete CA evidence forms as and when appropriate.
- Contribute to local and national campaigns as and when required
- Alert other staff to local and national issues.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to Universal credit 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 as appropriate.
- Assist with Service initiatives for the improvement of services.

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 principles of the CA service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Carry out any required administrative tasks related to the project



Person specification

Essential Criteria

- Recent experience of advice work is essential
- Experience of working with clients in an outreach setting would be an advantage.
- To be able to support clients to address issues which affect their ability to claim Universal Credit.
- An ability to explain and demonstrate basic computer skills in a one to one capacity.
- To be able to adapt the advice process to suit individual needs of service users.
- Be able to establish working relationships with a range of partner organisations.
- Effective oral communication and writing skills.
- Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
- Understand the issues involved in interviewing clients.
- Numerate to the level required in the tasks.
- Ability to prioritise own work, meet deadlines and manage caseload.
- Ability to use IT in the provision of advice and the preparation of reports and submissions.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability and willingness to work as part of a team.
- Ability to monitor and maintain own standards.

Desirable Criteria

- Knowledge of Universal Credit and the benefit system is desirable.
- Experience of advice work
- Experience of working with, supporting and mentoring volunteers
- The ability to drive and have access to a car

In accordance with Citizens Advice national policy, we will require the successful candidate 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.



What we give our staff

- **A competitive salary**
- **Regular training opportunities**
- **Work Place Pension Scheme**
- **Support to carry out your role**
- **Opportunities for career progression**