

We are recruiting volunteers for our Universal Support: Help to claim service

At Citizens Advice Universal Credit is our fastest growing advice area. Since the roll out began in our area (June 2018) we have helped with over 1000 issues with Universal Credit, from claiming, calculations through to appeals..

The majority of people who come to us for help with Universal Credit need help in making their initial claim. We've broadened the service which meets this need and it will be available from April 2019. The new service will primarily be for UC claims, but with the addition of incorporating a holistic approach to supporting clients throughout their journey and daily lives.



Individual needs assessment

However clients come into our service we'll start by assessing their individual needs to make sure they can get access to the right level of support in the way that's right for them. We will run a full assessment of our clients situation, and ensure they are supported in all aspects of any issues they have, through information or advice as necessary.



Support to start a Universal Credit claim

- Check whether a client should be applying for Universal Credit
- Set up an email address or Universal Credit account
- Work through claim to -dos
- Access Universal Credit phone claim service or DWP home visit support



Completing a claim and getting ready for first payment

- Verify their identity
- Provide additional evidence
- Prepare for the practicalities of a monthly payment
- Access adaptations such as direct payments to landlords and conditionality easements
- Apply for additional financial support



Access to longer term support

Our help to claim service supports clients to make their initial Universal Credit claim. We will also support them with other issues in their lives by signposting or referring clients to other services - within Citizens Advice or through other organisations.

We are looking for people who have a good knowledge of using IT, with an ability to support, coach and truly assist our clients with the problems they face.

No Qualifications, or prior knowledge is necessary as full, in - depth, training is provided. Fill out an application or contact our training team to discuss this opportunity.

Our training is set to begin in February, so please apply as soon as possible to confirm your place.