



Help to claim adviser Job pack

Thanks for your interest in working at Citizens Advice Richmond. This job pack should give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Richmond
- The role profile and personal specification
- Summary terms and conditions

Want to chat about this role?

If you want to chat about the role further, you can contact Bradley Johnson, Client Services Manager by email at bradley.johnson@citizensadvice-richmond.org



Citizens Advice 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 the Citizens Advice service

1. We're local and we're national. There are six national offices that offer direct support to people in 280 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.

About Citizens Advice Richmond

Citizens Advice Richmond is an independent local charity providing information and advice to anyone who lives, works or studies in Richmond borough. Our service is free, confidential and impartial. We aim to empower people to resolve their problems and change their lives for the better.

We offer information and generalist advice on any issue and specialist debt advice through Capitalise, the London debt advice partnership. We also offer specialist legal and financial advice delivered by professionals acting on a pro bono basis.

We offer easy access to our services and have offices at convenient locations across the borough:

- Four main offices in Hampton Hill, Sheen, Hampton and Barnes
- Four outreach venues at Ham library, The Vineyard Community Centre, Heathfield Children's Centre and Twickenham Jobcentre
- We offer advice by phone, email and online; details of all our advice services are on our website – www.citizensadvice-richmond.org/get-advice.

We have 15 paid staff, though we use volunteers to deliver most of our advice services and for a variety of support roles; at any one time, we have around 100 trained volunteers.

As well as giving advice we aim to prevent the problems that affect people's lives:

- Influence – we collect evidence of practices and policies that cause the issues we help with; our knowledge of clients' problems and circumstances enable us to campaign for change to get a fairer deal for everyone
- Money education – we offer courses, workshops and one-to-one help to empower people to avoid debt and increase confidence about personal finances, working with local organisations, schools and community centres.



Overview of the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of 280 local Citizens Advice members.

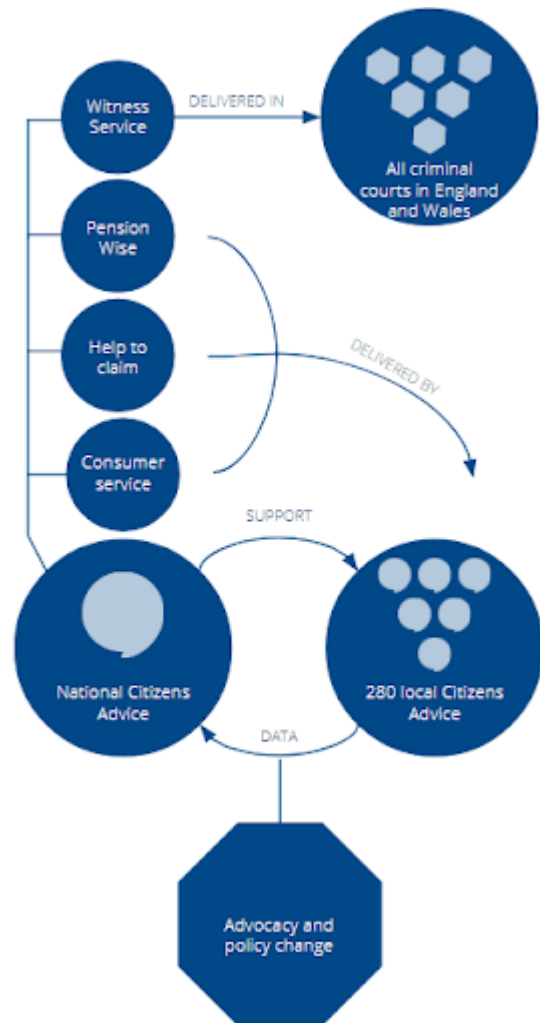
This role sits within our network of independent charities, delivering services from

- 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 delivers a new service called 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

1. 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
2. Supporting clients to use IT to make their new Universal Credit claim
3. Use Citizens Advice resources to find, interpret and communicate the relevant information to clients
4. Complete benefits checks when appropriate
5. Research and explore options and implications so that clients can make informed decisions.
6. Act for the client where necessary using appropriate communication skills and channels.
7. Refer internally or to other specialist agencies as appropriate.
8. Ensure that all work meets quality standards and the requirements of the funder
9. Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
10. Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
11. Work in a variety of settings including community outreach, Jobcentres and local authority offices as required
12. Complete the required training to comply with quality assurance processes

Research and campaigns

1. Support our research and campaigns work through various channels including case studies, data collection and client consent

Professional development

1. Keep up to date with legislation, policies and procedures and undertake appropriate training
2. Read relevant publications
3. Attend relevant internal and external meetings as agreed with the line manager
4. Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

Administration

1. Use of telephony and IT equipment for multichannel delivery of advice services
2. 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
3. Ensure that all work conforms to your organisation's systems and procedures

Other duties and responsibilities

1. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
2. Demonstrate commitment to the aims and policies of Citizens Advice
3. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues



Person specification

Essential

1. Ability to use 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
2. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
3. Ability to use telephony and IT systems to deliver services across multiple channels for example web-chat and telephone
4. Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production
5. Good IT knowledge with an ability to support clients with their online claim application
6. Ability and willingness to work as part of a team
7. A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
8. Ability to work in outreach settings with an understanding of information assurance and safety in those settings
9. Ability to develop and maintain positive working relationships with external stakeholders
10. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
11. A good up to date understanding of equality and diversity and its application to the provision of advice
12. Ability to monitor and maintain standards for advice provision and quality assurance

Desirable

1. Knowledge of the benefits systems including Universal Credit
2. Ability to carry out accurate benefit check calculations
3. Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate
4. Ability to be (or to become with relevant training) a specialist Universal Credit and welfare benefit resource for the organisation

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



Summary terms and conditions

Location: Richmond (SW London); the role is based at our main office at Hampton Hill, but regular attendance at any of our offices or outreaches across the borough may be required

Salary: £22,890 - 28,612 pa, pro rata (depending on experience), plus 5% employer pension contribution

Hours: 28 per week

Contract: fixed term to 31 March 2019 (may be extended depending on funding)

Citizens Advice Richmond is the operating name of Richmond Citizens Advice Bureaux Service. Charity registration number: 1085878; a company limited by guarantee, registered in England and Wales, registered number: 04140012. Registered office: 94-102 High Street, Hampton Hill, Hampton TW12 1NY.