

Citizens Advice Calderdale

Adviser – Future Support Offer

Hours:	Variable (between 0800 and 1800 on a rota)
Salary:	£24,396
Location:	37 Harrison Road, Halifax/Flexible working
Responsible to:	Senior Advice Supervisor
Fixed Term:	31st March 2023

Purpose of Post

To work with our Future Support Offer team within Citizens Advice Calderdale and across the Citizens Advice network to offer “end to end” support to help clients make a new Universal Credit claim and be ready for when their first payment arrives.

To effectively deliver advice and support through digital channels, including:

- telephone
- e mail
- webchat.

Key Duties

The key duties of this role are to:

- 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
- Supporting clients to use IT to make their new Universal Credit claim
- Use Citizens Advice resources to find, interpret and communicate the relevant information to clients
- Complete benefits checks when appropriate
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary using appropriate communication skills and channels.
- Refer internally (citizens advice network) or to other specialist agencies as appropriate.
- Ensure that all work meets quality standards and the requirements of the

funder

- Ensure that work reflects and supports the Citizens Advice service's equity, diversity and inclusion strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Work in a flexible manner including office based, at home or other locations as agreed with line manager.
- Complete the required training to comply with quality assurance processes.
- Actively participate in all research and campaigns activities, including the production of evidence forms, case studies and client consent for feedback.

Other Duties

The other duties of this role are to:

- ensure that all Citizens Advice mandatory policies are observed and actively promoted.
- maintain effective and efficient administration systems for the delivery of the role.
- use IT for statistical recording, record keeping and document production.
- carry out administrative tasks related to the job.
- comply with legislative data protection requirements
- abide by health and safety guidelines and share responsibilities for your own safety and that of colleagues.
- carry out any other appropriate tasks requested by the Senior Advice Supervisor and Operations Manager, to ensure the effective delivery and development of the service.

Professional Development

The elements of your development are to:

- identify and implement plans for your training and development needs.
- keep up to date with related issues, using available training materials and other resources.
- prepare for and attend supervision sessions / team meetings / staff meetings as appropriate.

Key Deliverables

The key deliverable is to:

- deliver advice that conforms to the Advice Quality Accreditation standards and supports the Citizens Advice Equality Diversity and Inclusion goals

PERSON SPECIFICATION –Adviser - Future Support Offer

Essential Criteria	
Experience	Recent knowledge of welfare benefits and generalist advice including an ability to carry out accurate benefit check calculations
	Previous experience in giving support and advice to clients.
	Ability to develop and maintain positive working relationships with external stakeholders e.g. Clients/DWP
Skills and Knowledge	Good IT knowledge with an ability to support clients with their online application
	Ability to use sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings with them
	Ability to use IT systems and packages and resources in the provision of advice, record keeping and document production
	Ability to use telephony and IT systems to deliver services across multiple channels, for example webchat and telephone
	Numerate and literate to the level required by the tasks (GCSE A*-C/NVQ level 2)
	Effective written and oral communication skills
	A willingness to learn and develop and reflect on feedback, particularly in relation to quality standards (e.g. QAA) which form part of the delivery contract
	A good understanding of equality and diversity and its application to the provision of advice
	Understanding of and commitment to the aims and principles of the Citizens Advice service and all its mandatory policies
Personal Attributes	An ability and willingness to work independently and as part of a team
	Excellent interpersonal skills, including the ability to relate and work

	with a large variety of different people
	Ability to self-motivate and organise/prioritise a diverse workload
	Strong sense of integrity and professionalism
	Ability and willingness to work flexibly to support service delivery
Desirable Criteria	
	Basic knowledge of multiple enquiry areas to aid in identifying emergencies and make referrals as appropriate