



# Job Pack

## Help to Claim Welfare Rights Adviser

Thank you for your interest in working at Citizens Advice Leeds. In this job pack you will find information about:

- Citizens Advice Leeds
- The national Citizens Advice service
- The job description/person specification and the team the role is within
- Benefits of working for Citizens Advice Leeds
- Our approach to equality and diversity
- The application process

### Timescale for applications:

- Closing date: 10am on Friday 5th April 2024
- Interviews: Week Commencing 15th April 2024

Applications received after this time and date will not be considered. Please also note that CV's are not accepted as part of the application process.

Due to high levels of interest in our roles, we are unable to respond individually to applicants who are not invited to interview. If you do not hear from us by 15th April 2024, you should assume you are not being invited to interview on this occasion.

### Applications should be sent to:

[jobs@citizensadviceleeds.org.uk](mailto:jobs@citizensadviceleeds.org.uk)



# Citizens Advice Leeds

Citizens Advice Leeds is a local charity working for a fairer society and the relief of poverty. We help individuals, families and communities by:

- Empowering people to exercise their legal and human rights and
- Campaigning for policy solutions to prevent and combat poverty and injustice

Citizens Advice Leeds is the largest provider of free and independent advice in the city, helping over 30,000 people a year through telephone, online and face-to-face services delivered at over 20 locations citywide. We have around 60 employees and 60 volunteers at any time.

Our key objective over the last five years has been to make it easier for more people to get the advice they need, doubling the number of people we help and making it easier for people to contact us by phone, email or in person. Our commitment to access and quality means that:

- We consistently achieve good and excellent scores in quality of advice assessments.
- We provide access to justice for people most at risk of social and financial exclusion, e.g.
  - o We deliver advice sessions in mental health services, GP surgeries, and children's centres and provide free access to interpreters;
  - o 32% of our clients are from racially minoritised groups;
  - o 49% of our clients have a disability or long term health condition.
- We consistently demonstrate standards of excellence across all areas of governance, management, equalities and operational management.



# Citizens Advice

Citizens Advice Leeds is one of nearly 300 local organisations who are members of Citizens Advice. Citizens Advice is a national charity with a variety of responsibilities including:

- Regulating quality standards in the Citizens Advice service and supporting local citizens advice offices
- Advocating policy change based on evidence gathered from the service
- Managing the consumer advice service
- Co-ordinating Witness Services delivered in local courts.

# The role

<b>Job title</b>	Help to Claim Welfare Rights Adviser
<b>Location</b>	Leeds City Centre/ Home (Hybrid)
<b>Hours/Contract</b>	<ul style="list-style-type: none"><li>• Fixed Term to 31.3.2025</li><li>• We will consider applications for part-time and full-time posts please note your preference on the application. Full time is 35 hours.</li></ul>
<b>Reporting to</b>	Client Services/ Help to Claim Team Leader
<b>Salary scale</b>	Trainee: Points: 7-12    Qualified: Points 18-22

As part of our Help to Claim team you will help people to make claims for Universal Credit through to their first payment. You will guide people through the claims process, offering them tailored support helping them to get to their first payment and ensuring that they are able to manage it when it is in payment. You will also assist claimants with matters such as carrying out benefits checks and form filling. You will also identify appropriate referrals for advice needs outside the scope of the project.

You will play a key role in ensuring clients receive good quality advice via telephone and digital channels and will contribute to team rotas, targets and KPI's.

## Job description & person specification

### 1. Advice

- 1.1. Deliver Universal Credit advice via a variety of methods including telephone and webchat.
- 1.2. Provide one-off advice and undertake follow-up work as required, ensuring that all advice and casework conforms to the Citizens Advice Quality of Advice requirements and organisation procedures.
- 1.3. Assess advice needs, providing the level of service appropriate to the client's needs.

- 1.4. Carry out benefit entitlement checks and better off calculations.
- 1.5. Deliver one to one support to complete their claim and be ready to receive the first payment, assisting clients to submit their digital or phone claim.
- 1.6. Assist clients with advice on potential grounds for mandatory reconsiderations, appeals.
- 1.7 Assist clients with advice on the managed migration process as it relates to them , including legacy benefits.
- 1.7. Participate in the team rota to provide telephone/webchat access Monday to Friday, 8am to 6pm.
- 1.8. Work as part of a wider team to ensure that service standards are met including the achievement of individual and team targets and KPI's, ensuring that they are consistently met.
- 1.9. Ensure case records are input and maintained in accordance with the Citizens Advice Quality of Advice requirements and organisational procedures.
- 1.10. Assess advice needs and make appropriate referrals both internally and externally for casework/specialist advice, as appropriate.
- 1.11. Provide cover for sessions in case of staff absence.
- 1.12. Participate in client feedback procedures
- 1.13. Contribute to and record all relevant project monitoring and evaluation data as per project requirements.

## **2. Professional Development**

- 2.1. Keep up to date with relevant online systems, legislation, policies and procedures relating to Universal Credit/ Welfare Benefits and attend appropriate training relevant to the area of support..
- 2.2. Prepare for and attend relevant internal and external meetings as agreed with the line manager.
- 2.3. Participate in organisational initiatives to develop and improve services.
- 2.4. Identify own training needs and agree with line manager training and development activities to be undertaken.
- 2.5. Prepare for and attend supervision sessions.

## **3. Other duties and responsibilities**

- 3.1. Identify and carry out appropriate Research and Campaigns work, in accordance with organisational procedures including documenting evidence forms on casebook and alerting clients to our research and campaigns work.
- 3.2. Maintain positive, professional working relationships with a range of local organisations to further good quality of advice and Research and

Campaigns work.

- 3.3. Work closely with the other services at CAL and Citizens Advice in order to establish good referral links.
- 3.4. Participate in the development of literature to promote the service including self-help materials as appropriate.
- 3.5. Adopt a continuous development approach to help ensure that Citizens Advice Leeds provides high quality services, meeting the requirements of grant/contractual agreements, quality standards, partners and service users.
- 3.6. Promote the aims, principles and membership requirements of the Citizens Advice service.
- 3.7. Abide by and assist in the implementation of office policies and procedures including health and safety, IT, information assurance, safeguarding and equalities and diversity policies.
- 3.8. Present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Citizens Advice Leeds.
- 3.9. Carry out any other relevant duties as determined by the line manager to ensure the effective delivery and development of Citizens Advice Leeds services.

## Person specification

	Essential	Qualified	Trainee
1.	Up to date working knowledge, experience (In last 3 years ) and understanding of delivering welfare benefits and Universal Credit advice working to advice quality standards.	✓	
2.	Ability and experience to give advice, identify clients' problems and seek to resolve them (competent to general advice level as a minimum)	✓	
3.	Ability to interpret complex information and convey it in a way that is understandable to clients.	✓	
4.	Knowledge of rules and procedures relating to mandatory reconsideration and appeals.	✓	

5.	Certificate in generalist advice work or equivalent qualification. Or equivalent level of experience and skill in advice work	✓	
6.	Experience of engaging with clients/customers through telephone and digital channels.	✓	✓
7.	Proven ability and willingness to meet appropriate targets, including organisational objectives and funder targets.	✓	✓
8..	Excellent IT skills with a thorough knowledge of IT office applications, including experience of using case management systems to carry out daily duties	✓	✓
9.	Ability to work under pressure to meet deadlines and targets	✓	✓
10.	Excellent decision making, organisational and problem solving skills	✓	✓
11.	Good literacy and numeracy skills relevant to the role.	✓	✓
12.	Positive approach to working in a team and contributing to wider organisation goals.	✓	✓
13	Ability to work flexibly to meet service targets and to participate in a rota to cover delivery Monday-Friday 8am – 6pm.	✓	✓
14.	Ability and willingness to travel for business purposes including, training and other events as required.	✓	✓
15.	Proactive approach to personal development and the updating of skills and knowledge.	✓	✓
16.	Professional work ethic: honest, conscientious, self-motivated and reliable.	✓	✓

17.	Demonstrable commitment to Citizens Advice Leeds' values of fairness, equality and social justice.	✓	✓
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	<b>Desirable</b>	<b>Qualified</b>	<b>Trainee</b>
1.	Experience of delivering a casework service to clients	✓	
2.	12 months recent (in last 3 years) experience of generalist advice work.	✓	
3.	Thorough knowledge of advice subjects at generalist level, including housing and debt.	✓	
4.	Evidence of MAS Accreditation - advice work, casework and court representation levels	✓	
5	Experience of conducting quality checks/file reviews, assess quality of advice, give feedback	✓	
6.	Experience of working in an advice centre setting.		✓
7	Ability to identify clients' problems, and seek to resolve them		✓



# Benefits of working for Citizens Advice Leeds

Citizens Advice Leeds offers a competitive remuneration package with additional benefits that support a positive work-life balance:

- Full-time hours are 35 per week with a flexible working policy
- Defined contribution pension scheme
- Employee assistance programme with access to 24/7 telephone support
- Annual leave entitlement starting at 25 days p.a. (plus bank holidays) and increasing with long service
- Incremental pay awards
- We are a Disability Confident Employer and a Mindful Employer
- City centre location with good transport links

## Our commitment to equality and diversity

Citizens Advice Leeds is committed to providing a supportive and inclusive culture for our employees, volunteers, service users and other stakeholders.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We value the benefits of having a diverse workforce and will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

Citizens Advice Leeds is a Disability Confident Employer and a Mindful Employer and we are committed to showing a positive and enabling attitude to employees and job applicants with disabilities or mental health issues and our employee policies and benefits support that commitment.



# The application process

- You will find details about our vacancies and how to apply on our website [www.citizensadviceleeds.org.uk](http://www.citizensadviceleeds.org.uk) on the *Working for us* page. On this page you can download:
  - Job descriptions for current vacancies
  - Guidance on how to apply
  - Application form
  - Diversity monitoring form
- When you have filled in the application form please email it to us at [jobs@citizensadviceleeds.org.uk](mailto:jobs@citizensadviceleeds.org.uk)
- You can also send your completed diversity monitoring form to [jobs@citizensadviceleeds.org.uk](mailto:jobs@citizensadviceleeds.org.uk) .
- If you are shortlisted for a role we will contact you to invite you to an interview. Interviews are carried out by a panel of 2-3 people and are usually face-to-face. Interviews may be carried out online if necessary.
- We may also ask you to undertake an exercise as part of the assessment process. This could include providing answers to case studies for advice roles, making a presentation for a management role, or other appropriate activity.
- Following the interview process you will be contacted to inform you if we are making an employment offer or not. This verbal offer will be followed by a written confirmation subject to the receipt of satisfactory references and completion of ID and other checks as required for the role.
- Verbal feedback will be offered to candidates who are unsuccessful at the interview but we do not provide written feedback.

## Application form

Complete the application form and return it by post or email no later than the closing date referred to in the advert. If you return your application via email there is no requirement to send a hard copy in the post.

CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the criteria for the role for which you are applying.

Please provide one example for each criterion. Choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you

did it and the outcome or result of your actions. Provide recent work examples wherever possible but examples from other aspects of your life such as voluntary work, school or college experiences, can also be given.

## **Disability Confident Employer**

As an organisation that values equality, fairness and diversity, Citizens Advice Leeds encourages applications from candidates from all backgrounds. We are a Disability Confident Employer and signatories to the Mindful Employer Charter.

We commit to invite to interview all disabled applicants who meet the minimum (essential) criteria for the role. To opt into this scheme, please tick the relevant box on the application form. The essential criteria for the role are shown in the person specification. Please let us know if you have any access or adjustment needs as part of the recruitment process.

If you are invited to an interview we will ask you about any access needs or adjustments to the interview/assessment process that you may need. Please be assured we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment process, although we cannot guarantee to be able to meet all requests.

## **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre) and information on this will be provided if you are invited to interview.

## **Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. If you are invited to an interview you will be asked to provide evidence of your entitlement to work in the UK at that time.

## **Diversity Monitoring**

Citizens Advice Leeds encourages and welcomes applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Leeds. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

## **References**

All job offers are subject to the receipt of two satisfactory references. One should be from your current or most recent employer (or your course tutor if you have just left education).

The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

## **Criminal convictions**

Anyone who applies to work within Citizens Advice Leeds will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Leeds but we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying requires a DBS disclosure, this will be noted in the application pack.