

Help to Claim Welfare Rights Adviser

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

- Leeds Citizens Advice & Law Centre (LCALC)
- The national Citizens Advice service
- The Law Centres Network
- The job description/person specification and the team the role is within
- Benefits of working for Leeds Citizens Advice & Law Centre
- Our approach to equality and diversity
- 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.

Applications should be sent to:

jobs@citizensadviceleeds.org.uk



Leeds Citizens Advice & Law Centre

Leeds Citizens Advice & Law Centre is a local charity working for a fairer society where people are free from the effects of poverty and social injustice. We help individuals, families and communities by offering free advice and representation and challenging systemic injustice.

We have deep roots in the local community, dating back to 1939 when we first opened our doors, and have been providing advice to Leeds residents ever since. Our status as a Law Centre is more recent, having joined the Law Centres Network in 2024, but is built on our long experience in working for social justice, locally and nationally.

Leeds Citizens Advice & Law Centre is the largest provider of free and independent advice in the city, helping 35,000 people a year through telephone, online and face-to-face services delivered at over 20 locations citywide. We have around 70 employees and 30 volunteers.

We deliver a wide range of advice services including:

- Generalist advice covering Benefits, Debt, Employment, Housing, Immigration and other social welfare law matters.
- Casework/legal advice in Benefits, Debt, Housing and Immigration.
- Outreach advice sessions for people experiencing mental health issues and for families with young children.
- Energy advice (addressing fuel poverty and energy efficiency).

Our Help to Claim team works as part of a national service providing advice by telephone and digitally to help people claim Universal Credit, through to receipt of their first correct payment.

Leeds CALC has strong partnerships with organisations in Leeds and across the region, working together to increase access to justice and strengthen the advice sector as a whole.

The role

Job title	Help to Claim Adviser
Location	Leeds Hybrid
Salary	Qualified Adviser: Points 18-22 £31,536 - £33,698 FTE
Hours/ Contract	Various Hours Available Fixed term to March 2027
Reports to	Help to Claim Team Leader

Leeds Citizens Advice & Law Centre is working for a fairer society where people are free from the effects of poverty and injustice. We are a local charity helping over 35,000 people a year with welfare benefits, debt, housing, energy issues, and more. We're looking for enthusiastic and motivated individuals to join our dedicated team of advice professionals.

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 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 LCALCand 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 Leeds Citizens Advice & Law Centre 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 LCALC
- 3.9. Carry out any other relevant duties as determined by the line manager to ensure the effective delivery and development of Leeds Citizens Advice and Law Centre services

Person specification

	Essential	Qualified
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.	Some knowledge and experience of welfare rights work	✓
7.	Experience of engaging with clients/customers through telephone and digital channels.	✓
8.	Proven ability and willingness to meet appropriate targets, including organisational objectives and funder targets.	✓
9..	Excellent IT skills with a thorough knowledge of IT office applications, including experience of using case management systems to carry out daily duties	✓

10.	Ability to work under pressure to meet deadlines and targets	✓
11.	Excellent decision making, organisational and problem solving skills	✓
12.	Good literacy and numeracy skills relevant to the role.	✓
13.	Positive approach to working in a team and contributing to wider organisation goals.	✓
14	Ability to work flexibly to meet service targets and to participate in a rota to cover delivery Monday-Friday 8am – 6pm.	✓
15.	Ability and willingness to travel for business purposes including, training and other events as required.	✓
16.	Proactive approach to personal development and the updating of skills and knowledge.	✓
17.	Professional work ethic: honest, conscientious, self-motivated and reliable.	✓
18.	Demonstrable commitment to Leeds Citizens Advice & Law Centre's values of fairness, equality and social justice.	✓

	Desirable	Qualified
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	✓
8	Experience of engaging with clients/customers through telephone and digital channels.	✓

Benefits of working for Leeds Citizens Advice & Law Centre

Leeds Citizens Advice & Law Centre 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 12 bank holidays) and increasing with long service
- Incremental pay awards
- We are a Disability Confident Employer and a Mindful Employer
- Located in the city centre, directly opposite the Combined Courts centre, with good transport links

Our commitment to equality and diversity

Leeds Citizens Advice & Law Centre 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.

Leeds Citizens Advice & Law Centre 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 on the *Working for us* page. On this page you will find:
 - 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
- You should also complete the anonymous diversity monitoring form on the *Working for us* page of our website
- 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, Leeds Citizens Advice & Law Centre 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

Leeds Citizens Advice & Law Centre 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 Leeds Citizens Advice & Law Centre. 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 the interview.

Criminal convictions

Anyone who applies to work within Leeds Citizens Advice & Law Centre 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 Leeds Citizens Advice & Law Centre 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.