



Universal Support: Help to Claim Project Coordinaor

Job pack

37 hours per week (job share
available)

FTC until 31st March 2020

Salary: £25057.47 pro rata

Thanks for your interest in working at [Norfolk Citizens Advice](#). This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Jon Cheyette by

emailing j.cheyette@ncab.org.uk or calling 01603 273110.

Our 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 us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 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.

How **Norfolk** Citizens Advice works

Norfolk Citizens Advice prides itself on having a large and vibrant workforce most of whom are volunteers. Norfolk Citizens Advice is a local, independent charity providing free, impartial and confidential advice and information to the public. We have ten main offices plus outreaches and approximately 200 volunteers and 25 employees.

Our main offices are in:

Norwich
Great Yarmouth
Dereham
North Walsham
Kings Lynn
Wymondham
Attleborough
Fakenham
Watton
Holt

Please see our website www.ncab.org.uk for more information.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

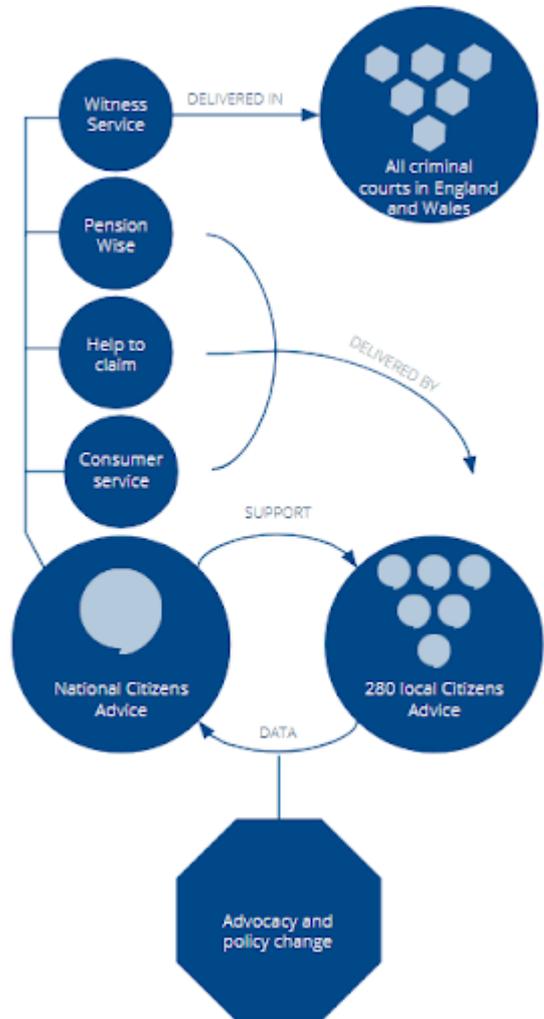
This role sits our network of independent charities, delivering services from

- 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 is set to deliver a new service called “Universal Support: 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.

You will be the Help to Claim Project Coordinator which means you will be responsible for managing 7.25 FTE advisers working on this project across our Norfolk area. You will also be responsible for all project related reporting, attending meetings and ensuring the project runs smoothly and efficiently.

You will also be 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

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 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 equality and diversity strategy.

Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Work in a variety of settings including community outreach, Jobcentres and local authority offices as required

Complete the required training to comply with quality assurance processes

Research and campaigns

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

Professional development

Keep up to date with legislation, policies and procedures and undertake appropriate training

Read relevant publications

Attend relevant internal and external meetings as agreed with the line manager

Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

Administration

Use of telephony and IT equipment for multichannel delivery of advice services

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

Completing relevant reports to Citizens Advice when required and to meet any imposed deadlines.

Ensure that all work conforms to your organisation's systems and procedures

Supervision of others

To manage and supervise 7.25 FTE's based out of various offices across Norfolk, holding regular supervision meetings with each member of staff, ensure they are meeting targets and have all the required training.

Other duties and responsibilities

Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

Demonstrate commitment to the aims and policies of Citizens Advice

Abide by health and safety guidelines and share responsibility for own safety and that of colleagues



Person specification

Essential

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

Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

Ability to use telephony and IT systems to deliver services across multiple channels for example webchat and telephone

Ability to use IT systems and packages, and resources in the provision of advice,

record keeping and document production

Good IT knowledge with an ability to support clients with their online claim application

Ability and willingness to work as part of a team

A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics

Ability to work in outreach settings with an understanding of information assurance and safety in those settings

Ability to develop and maintain positive working relationships with external stakeholders

Ability to commit to and work with the aims, principles and policies of the Citizens Advice service

A good up to date understanding of equality and diversity and its application to the provision of advice

Ability to monitor and maintain standards for advice provision and quality assurance

Ability to and evidence of completing reports

Ability to and evidence of managing staff

Desirable

Knowledge of the benefits systems including Universal Credit

Ability to carry out accurate benefit check calculations

Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

In accordance with Citizens Advice national policy we will may the successful candidate to be screened by the DBS. However, a criminal record will not

necessarily be a bar to your being able to take up the job.



What we give our staff

We offer our staff 4.5% pensions, flex time scheme, EAP, 20 days annual leave plus bank holidays (pro rata)