



UNIVERSAL SUPPORT WORKER - Job Description and Person Specification

Context of role: Responsible to the Universal Support Lead

The Opportunity & Role Purpose: To provide an effective and efficient support service for first time Universal Credit claimants. The service includes the provision of advice, information and digital support via face to face and telephone aimed at helping claimants through to their first payment and any additional support that may be required.

Salary: £23,658

Hours: 37 hours per week – Fixed Term until March 31st 2021

Job Location: To be agreed

Service Delivery:

- Contribute to positive working relationships with a range of agencies, including the DWP
- Engage with clients to assess individual support needs to determine the most appropriate level of service
- Actively promote the use of self-help information or assisted access to digital information as appropriate
- Support and assist clients to:
 - access appropriate websites and identify relevant forms and self-help information
 - access, download and print off relevant information to complete online claim forms
 - develop the skills and confidence to access digital services
- Where assisted digital access will not meet the client's needs, assist them to start their Universal Credit claim. This may include:
 - setting up a personal email account for claimants
 - setting up a new bank account
 - accessing online gateway and setting up a Universal Credit account
 - assisting the client to complete the tasks required
- Where a valid claim has been accepted, supporting the client until such time as they receive their first payment. This may include:
 - helping the client verify their identity

- providing and uploading any additional information or evidence that the DWP may require
- setting up an account
- making or reviewing online journal entries
- notifying any change of circumstances
- preparing for DWP work coach appointments
- providing basic budgeting support including accessing emergency financial support e.g. foodbank vouchers Research and campaigns
- Assist with research and campaigns work by providing information about clients' experiences related to the project
- Collect evidence to highlight any problem areas
- Provide case studies to demonstrate the impact of the project
- Assist with compiling reports for the Research & Campaigns team on the impact of Universal Credit Administration and monitoring
- Maintain case records for the purpose of continuity, information retrieval, statistical monitoring and report preparation
- Ensure that all work conforms with the systems and procedures in place

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

Other duties and responsibilities:

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policy
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Carry out any other relevant administrative and support duties required to ensure effective delivery of the Universal Support Help to Claim service
- Complete the training required to comply with quality assurance processes

Person specification:

1. Knowledge and experience of welfare benefits advice (desirable)
2. Proficient in IT and experience of providing digital support
3. Effective oral and written communication skills
4. Understanding of the issues involved in interviewing and supporting clients
5. Numerate to the level required in the tasks
6. Ability to prioritise work and meet deadlines
7. Ability and willingness to work as part of a team
8. Ability to monitor and maintain own standards
9. Demonstrate understanding of social trends and their implications for clients and service provision
10. Awareness that our clients are at the heart of everything we do

11. A commitment to continuing professional development of self and others
12. Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout
13. Ability to travel throughout the area
14. Willingness to share hours of work with colleagues