

Kirklees Citizens Advice and Law Centre

Job description

<u>Job title</u>	Universal Support Workers
<u>Reporting to</u>	Universal Support Best Practice Lead
<u>Purpose of Job</u>	To deliver the Universal Support Help to Claim Service by supporting and advising clients who wish to make an application for Universal Credit.
<u>Based</u>	Post 1 – Dewsbury Contact Centre Post 2 – Huddersfield town centre

Duties and Responsibilities

1. Service Delivery

- a) Interview clients using sensitive listening and questioning skills in order to allow them to explain their situation and to enable them, where appropriate, to make an application for Universal Credit.
- b) Determine when a Universal Credit application is not appropriate and identify and advise on alternative action
- c) Use the Citizens Advice Information System to find, interpret and communicate relevant information
- d) Research and explore options and implications so that clients can make informed decisions
- e) Act for the client, where necessary, by calculating, negotiating, telephoning and making referrals.
- f) Provide support for clients to carry out tasks on-line, including making an application for Universal Credit. Assisting with benefits checks using Better Off Kirklees.
- g) Identify where additional support and/or advice is needed and refer internally or to other specialist agencies as appropriate
- h) Ensure that all work conforms to KCALC's policies and procedures and Citizens Advice Quality Assurance standard.
- i) Maintain detailed case records on the CaseBook system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. Provide statistical information when requested.
- j) Proactively identify emerging and potential issues with Universal Credit claims in Kirklees and inform the Universal Support Best Practice Lead for further action.

2. **Professional Development**

- a) Keep up to date with best practice, policies and procedures and changes in the Universal Credit system.
- b) Attend regular supervision meetings and discuss job performance and personal career development.

5. **Research and Campaigns**

- a) To be alert at all times to the social policy implications of issues presented by clients.
- b) To take appropriate action, with our Research and Campaigns team to influence social policy with regard to these issues.
- c) Assist with research and campaigns work by providing appropriate information about clients and cases when requested.

6. **Equal Opportunities**

- a) To have regard at all times to the planning and execution of duties to the Equality and Diversity Policy. In accordance with the Equalities Act, reasonable adjustments will be made to facilitate the employment of disabled people.
- b) To ensure equality of access to the services provided to all potential clients wishing to access the services.

7. **Special Features**

In addition to the tasks and duties listed in the job description, to undertake such duties as may be identified and which are generally compatible with the functions for the post.

Organisational Ethos and Expectations

As part of their role with Kirklees Citizens Advice and Law Centre all staff to :

- Have a commitment to the aims, objectives and ethos of the organisation, and follow policies, procedures and systems.
- Keep the clients' needs at the centre of all the organisation's activity, seeking to deliver the best possible service within resource and operational constraints
- Communicate well and appropriately with colleagues and clients, keeping others informed and consulting as much as possible

- Have a professional attitude, being flexible, supportive and cooperative in working together with other staff members and volunteers.
- Show respect for all colleagues, volunteers and clients in how they speak and act and always behave in a non-judgemental way
- Be willing to learn, accept constructive feedback, adapt to change, always aim to improve efficiency and quality, and take responsibility for their own work.