

Kirklees Citizens Advice and Law Centre

Job description

Job title

Universal Support Best Practice Lead

Reporting to

Operations Manager

Purpose of Job

To :

- Gather learning and draw insight on how Universal Credit and Universal Support is working across West Yorkshire
- Work with other Best Practice Leads across the country to develop an approach to sharing this learning with relevant partners including Job Centres, local Citizens Advice, Job Centres, advice agencies and other voluntary sector organisations
- Set up and manage the Universal Support service within KCALC

Duties and Responsibilities

1. Information Gathering and Feedback

- a) Continuously review the implementation of Universal Credit and Universal Support and share local and regional insight with relevant stakeholders
- b) Gather feedback from other local Citizens Advice about how Universal Credit and Universal Support is performing and work with other Best Practice Leads across the country to help shape policy at a national level
- c) Proactively identify emerging and potential issues with Universal Credit or Universal Support and take appropriate action
- d) Support advisors within KCALC and across West Yorkshire to record Universal Credit information accurately and gather case studies of people's experiences
- e) Contribute to evaluations of Universal Credit and Universal Support

2. Sharing Best Practice

- a) Gather information across West Yorkshire about what works well with Universal Credit and Universal Support
- b) Actively share and communicate work being done around Universal Credit and Universal Support and encourage local Citizens Advice in West Yorkshire to share and adopt best practice

3. Stakeholder Relationships

- a) Develop and implement a West Yorkshire wide stakeholder strategy including :
 - i. Relationships with other local Citizens Advice which encourage the sharing of information and best practice around Universal Credit and Universal Support
 - ii. Relationships with Job Centres at a district level and establishing channels for communicating issues and sharing information
 - iii. Relationships with other relevant local stakeholders with an interest in or potential intelligence about Universal Credit and Universal Support
- b) Promote visibility and build support for the Universal Credit Help to Claim service.

4. Contribute to the development of the Best Practice Lead network

- a) Work both independently and collaboratively with others to find creative and innovative solutions
- b) Use influencing, negotiation, persuasion skills to enable the delivery of positive solutions working with local Citizens Advice across the network
- c) Develop coaching and mentoring skills

5. Manage the Universal Support Service within KCALC

- a) Work with existing staff to develop and initiate KCALC's Universal Credit Help to Claim service
- b) Support, supervise and manage the staff delivering the service
- c) Monitor and evaluate the performance of the service

6. Professional Development

- a) To attend courses on new legislation, specialist skills and the use of I.T.
- b) To 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.

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.