



**Rotherham
& District**

Role Description: Universal Support Officer

Hours:	37.5 hours per week
Status:	Permanent position
Salary:	£20,300
Holiday:	30 days (plus bank holidays)
Closing Date:	9am Thu 14th January 2021
Interview Date:	Thu 21 January 2021
Responsible To:	Community Projects Manager

Please note all CARD staff are currently working from home due to the pandemic - going forward all staff will be expected to be able to work from home, our main office or an outreach venue, in line with service needs.

Job Description

At Citizens Advice Rotherham & District (CARD), we have an ambition to solve a client's problem at their first contact whenever possible, to ensure clients are seen quickly and by the right person. It is our aim that Rotherham residents, funders and partner organisations see CARD as a service that helps people deal with their problems and not merely a service that gives out a leaflet or signposts elsewhere.

Role purpose

To work as part of a team to provide an effective and efficient support service for first time Universal Credit claimants in Rotherham. The service includes the provision of advice, information and digital support. This will be delivered via face to face, telephone and digital/web chat channels. The aim of the role is to help clients through to their first payment of Universal Credit.

Responsibilities:

Service Delivery

- Contribute to the development and maintenance of positive working relationships with a range of agencies, including the DWP and Rotherham Metropolitan Borough Council, in support of the service.
- Engage with clients to assess individual support needs to determine the level of service most appropriate for each client. This will be in person in DWP office, local libraries, the local Citizens Advice office and remotely by telephone and by web chat.
- Actively promote the use of self-help information or assisted access to digital information.
- Keep appropriate records of client activity and the level of service accessed including self-help activity
- Provide feedback to Community Projects Manager on substantive issues and recurring themes.
- Support and assist clients to:
 - Access appropriate websites and identify relevant forms and self-help information;
 - Access, download and print off relevant information;
 - Complete online claim forms;
 - Keep their username and password details safe;
 - Develop the skills and confidence needed to access digital services.
- For clients whose needs cannot be met through assisted digital access, assist the client to start their UC claim, this may include:
 - Setting up a personal email account;
 - Setting up a new bank account;
 - Accessing the online gateway and setting up a Universal Credit account;
 - Assisting the client to complete required tasks.
- Once 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 a UK Verify account;

- Making or reviewing online journal entries;
- Notifying any changes of circumstances;
- Preparing for work coach appointments;
- Providing basic budgeting support, including accessing emergency financial support, e.g. food/fuel vouchers.

Research and Campaigning

- Assist with research and campaigning work by providing information about clients' circumstances through the appropriate channel.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the line manager.
- Raise awareness and report to R&C Officer any particular trends affecting the client group.

Administration

- Maintain case records for the purpose of continuity, information retrieval, and to ensure that advice standards meet Citizens Advice QAA requirements.
- Use IT for statistical recording, record keeping and document production.

Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Respect confidentiality at all times to ensure that all staff, volunteers and clients are treated fairly to comply with Equal Opportunities Policy.
- Comply with all aspects of Citizens Advice Membership Scheme.
- Work with other members of staff and volunteers to promote the work of CARD
- Comply with CARD's policies and procedures including ensuring that all client interaction is GDPR compliant.
- Any other relevant duties commensurate with the nature of the post as required.

CRITERIA	ESSENTIAL
1.	Must have recent experience of giving advice, preferably but not exclusively in a Citizens Advice setting.
2.	Demonstrate knowledge and experience of welfare benefits advice.
3.	Able to recognise, implement and maintain Citizens Advice quality standards.
4.	Ability to make decisions in the interest of clients and the organisation.
5.	Ability to work as part of a team and be a team player.
6.	Strong organisational and interpersonal skills.
7.	Ability to prioritise own work and to meet deadlines.
8.	Good numeracy skills.
9.	Good command of written English for report writing etc.
10.	IT and keyboard skills for case recording and statistics.
11.	Basic knowledge of financial literacy, money advice or similar discipline.

12.	An understanding of the need for confidentiality and a non-judgmental approach to advice provision and empathy with people experiencing hardship.
13.	Ability to explain and demonstrate basic computer skills to someone who is not IT literate.
14.	An understanding of the way that Research and Campaigns supports the aims and principles of the Citizens Advice Service.
	DESIRABLE
15.	Experience within a local Citizens Advice.
16.	Experience of providing digital support
17.	Achieved Citizens Advice Generalist Advice certificate