# Job Pack – Help to Claim Project Co-ordinator (Universal Credit)

The Citizens Advice network is set to deliver a comprehensive, enhanced support service called Help to Claim. From April 2019 a consortium of Glasgow Citizens Advice Bureau will provide the advice and support people need to submit their claim for Universal Credit and support them through to their first payment.

# About the role

* **Job Title:** Help to Claim Project Co-ordinator (Universal Credit)
* **Location:** Glasgow North West
* **Hours per week:** 37.5 hours per week
* **Type of contract:** Fixed-term contract until 31 March 2020
* **Salary:** £25000.00 per annum
* **Closing Date:** 15/03/19
* **Interviews:** 20/03/19 (tbc)

**About the job**

We are looking for a motivated and enthusiastic individual preferably with welfare benefits experience to oversee a new multi-channel project. You will be responsible for the rota of cover for each of the areas of advice delivery. You will be required to work with a number of participating bureau throughout Glasgow. You should be able to build relationships and have a good understanding of modern technology.

To succeed, you will need relevant experience and knowledge of the wider welfare benefit system including Universal Credit, demonstrating strong oral and written communication skills. We are also looking for a proven ability to work effectively and well organised. Proficiency using a range of IT tools to carry out your work, including case management systems, online claims’ services and Microsoft Office applications is essential. Committed, results-driven and supportive to the needs of others, you should work well within a team and be able to supervise a team of advisers.

You will be required to provide reports and ensure that the quality of advice remains to a very high standard. You will lead in ensuring social policy issues are collated and fed back.

**Employee benefits**

Citizens Advice Bureau offers excellent terms and conditions, including a total of 25 days leave and a pension scheme with an 6% employer contribution. Citizens Advice Bureau are inclusive employers considering flexible working arrangements where appropriate.

**How to apply**

For further details and information on how to apply, please contact Amber Cully 0141 948 0537 or [amber.cully@gnwcab.org.uk](mailto:amber.cully@gnwcab.org.uk). Please note that the post is subject to the disclosure of criminal history information.

**Equality & diversity monitoring**

To help the consortium Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: amber.cully@gnwcab.org.uk

**Job description**

* **Position:** Help to Claim Project Co-ordinator (Universal Credit)
* **Responsible to:** Operations & Advice Manager

**Key responsibilities**

* To liaise where appropriate with bureau staff and other relevant agencies as appropriate
* To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* To ensure that the projects work meets quality standards and the requirements of the funder
* To provide and develop a quality advice service in relation to Universal Credit, including the ability to act as a ‘best practice lead’ for other staff and volunteers
* To keep abreast of the latest developments relating to welfare benefits and Universal Credit

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of working with people with multiple and complex needs
* Ability to work without supervision and prioritise workload
* Staff supervision experience
* Experience of preparing, planning and delivering briefings and/or group work sessions.
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* Experience of partnership working
* An ability to create or maintain reports for senior management and/or funders
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and managers
* Ability to use telephony and IT systems to deliver services across multiple channels (face-to-face, web chat and telephony)

**Desirable**

* Completion of Citizens Advice Bureaux Adviser Training Programme
* UK driving licence and use of own vehicle
* A sound working knowledge of social security benefits and entitlement, including Universal Credit
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**Glasgow North West Citizens Advice Bureau are committed to equal opportunities both in service provision and employment.**

**Charity number: GNWCAB SC005641**

**Charity name: Glasgow North West CAB**