



Job Role	
Job Title	Social Welfare Law (Welfare Benefits) Trainee/ Adviser
Reports To	Welfare Benefits Supervisor
Accountable To	Director of Advice Services/ Deputy CEO
Location	Working across Bury & Bolton, and designated outreaches as required
Hours	35 hours per week
Salary	<u>Experienced adviser:</u> starting at £19,819 dependent upon experience <u>Trainee:</u> £17,173 - £19,446

Role Context
<p>Citizens Advice Bury & Bolton is a busy, dynamic and client focused service, with a track record of delivering high quality advice. Clients are engaged via a range of advice channels and access points.</p> <p>The postholder will be able to manage a demanding and varied workload. The post holder will work as part of a busy team, providing reliable and effective provision of Social Welfare Law advice, focusing on welfare benefits, across Citizens Advice Bury & Bolton.</p>

Role Purpose
<ul style="list-style-type: none"> a) Support and direct delivery of legal advice to clients on welfare benefit issues, via the full range of delivery channels offered by Citizens Advice Bury & Bolton b) Assist clients with their Universal Credit claim, while offering practical support to clients through the overall process c) Advising clients on the evidence/ documentation and information required by the DWP to progress their Universal Credit claim d) Support advisers in providing support and legal advice to clients requiring other social welfare law advice (for example, housing and money advice) e) Direct assessment of clients and subsequent provision legal advice to quality standards in the relevant subject area competently.

Citizens Advice Bury & Bolton 26-28 Mawdsley Street, Bolton BL1 1JL

Registered Charity in England and Wales (No. 1102536). Company Limited by Guarantee No. 5030345.
VAT Registration No. 768 279 472. OISC Registration No. F201400861.

Main Duties and Responsibilities

Welfare Benefit Law Advice and Research & Campaigns Work:

- Support the delivery of advice to clients with Social Welfare law problems
- To undertake detailed advice and assistance in Social Welfare matters, in conjunction with Social Welfare Advisers and/or the Social Welfare Law Manager
- Liaise with stakeholders and other authorities, to obtain sources of evidence, as required to progress cases effectively
- To analyse information gained from client interview and other workers to ensure advice delivered is appropriate and within agreed deadlines
- To prepare any necessary case/Court papers and ensure that these are correctly recorded along with key dates etc in the format specified by relevant stakeholders/ Leadership Team
- To develop and maintain administrative systems for case recording, regular review of cases, monitoring of workload, as specified by stakeholders/ Leadership Team
- To maintain and keep up to date clear and understandable case sheets, records, files and statistics
- To monitor advice enquiries, contributing to research and campaign projects locally, and across the Citizens Advice network
- To develop and maintain reference and background information around relevant Social Welfare Law

Performance, Personal Management and Administration:

- To work flexibly to provide adequate cover for all aspects of the service including outreach sessions, where required
- To take ownership for monitoring own workload e.g. reviewing when new cases taken on, progress on current cases, outcome of completed cases and quality control
- To be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; targets and outcomes; and reporting progress
- Undertake file reviews and quality of advice assessments, as required
- To actively engage in opportunities for learning and development at an individual and team level, ensuring progression against your training and progression plan
- To comply with operational management systems of supervision, objectives, appraisal and induction
- To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and client information
- Provide written and/or oral updates as required

Service Development:

- To assist with the development of the service locally, regionally and nationally, publicising work as and when necessary
- Liaise with relevant outside agencies (voluntary and statutory), other Local Citizens Advice and other stakeholders
- Identify and feedback improvements to services and systems

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- Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential
- Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role

Training:

- To ensure through reading, training and consultancy, that your own level of knowledge around Welfare Benefit law is up-to-date
- To identify your own training needs in conjunction with the Welfare Benefit Lead/ Social Welfare Law Manager and be prepared to undertake appropriate training in line with your training and progression plan

General Duties

- To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of Citizens Advice Bury & Bolton
- To ensure service users' and professionals' experience of Citizens Advice Bury & Bolton is positive, by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers or service users
- To attend meetings at appointed times, maintain professional service user records and meet deadlines
- To work flexibly across the whole service, including providing late working cover/ support as required
- To work within professional boundaries maintaining safety and appropriate confidentiality at all times
- To comply with all published Citizens Advice Bury & Bolton policies and procedures
- To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work
- Participate in undertaking periodic reviews of this job description for consideration by the Trustee Board
- To undertake any other tasks as directed by the Social Welfare Law Manager or Leadership Team

Assessment Criteria	
All criteria are <u>Essential</u> unless otherwise indicated	A: Application – assessed at application stage
	I: Interview – assessed at assessment/ interview stage
Experience (through paid or voluntary work)	A / I
Experience of delivering welfare benefit advice in a social welfare context (desirable)	A/I
Experience of working within an advice and information organisation within the third/ charity sector (desirable)	A/I
Experience of engaging with clients across a range of channels, including webchat and telephone	A/I
Experience of working within the remit of a Legal Aid Agency contract (desirable)	A/I
Experience of accurately drafting letters, reports and complex applications and presenting work in a clear layout (desirable)	A/I
Experience of flexible working according to business demand	A/I
Experience of communicating effectively, both orally and in writing, with a wide range of people	A/I
Knowledge	
Understanding and awareness of the relationship between welfare benefits and other areas of Social Welfare Law	A/I
Demonstrable understanding of Universal Credit	A/I
A thorough understanding of professional boundaries and the issues surrounding confidentiality	A/I
Literate and numerate to the level required by the tasks	A/I
Qualifications and Training	
A commitment to continuous professional development, including a willingness to develop knowledge and skills in required areas	A/I
Skills and Abilities	
Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met	A/I
Ability to interpret regulations and explain them to clients and colleagues and to produce clear advice and empowerment	A/I
Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods	A/I
The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners	A/I

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Ability to contribute as a member of the staff team but also work on own initiative and without close supervision	A/I
Ability to monitor and maintain own standards	A/I
Ability and willingness to assimilate new information and learn new skills quickly including information technology	A/I
Demonstrable ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production	A/I
Additional Factors	
Understand and support the Citizens Advice aims and principles as well as having an awareness of advice work issues and the importance of research and campaigns work	A/I

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