



Welfare Scheme Assessor (Assessment Administrator) Job pack

Thanks for your interest in working at Citizens Advice North Lincolnshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice North Lincolnshire.

In this pack you'll find information about:

- Our values
- 3 things you should know about us
- The role profile and person specification
- Terms and conditions
- The recruitment process and how to apply

Want to chat about this role? If you want to chat about the role further, you can contact debra.taylor@citizensadvicenlincs.org.uk

Our values and behaviours

Our values are the core beliefs we hold as an organisation. They act as guiding principles setting out our purpose and direction.

Our values are:

- We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.
- We're generous. We work together, sharing knowledge and experience to solve problems. We are honest and open and tell it like it is. We offer support and respect to everyone.
- We're responsible. We do what we say we'll do and keep our promises to each other, to our community and clients and our funders and partners. We remember we work for a charity and use our resources effectively.

Our values are upheld by our behaviours. Our behaviours demonstrate how we live our values every day and in every thing we do.

Our behaviours are:

- Compassion, consistency and connectedness. We are one team, whether working in project teams, across Citizens Advice North Lincolnshire or with our partners for the benefit of our clients and services. We demonstrate empathy and understanding and treat others with respect and kindness.
- Innovation, flexibility and resilience. We continuously seek more innovative ways of delivering services and overcome challenging situations. This enables us to find more effective and efficient ways of working that improve services to clients and enables the organisation to be sustainable ensuring continuity of support for our community.
- Integrity. We do the right thing even when nobody's watching. We act in the best interests of clients and the organisation at all times in all we do and consistently operate to the best of our ability. We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, funders, partners and clients.

- Accountability. Taking ownership for all we do, think and say is vital to creating an environment of honesty, openness and transparency particularly when it comes to delivering great services. We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.

3 things you should know about us

1. We're local and we're national. We are part of the Citizens Advice network and offer direct support to people as one of the 290+ independent local Citizens Advice services across England and Wales.

2. Working collaboratively with our partners is important to us. We work closely with our partners across Place and the wider Integrated Care System. We believe we can achieve more for our clients and the community by working together.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our work mean we make a real impact on behalf of the people who rely on us.

Role Profile

The Welfare Scheme Assessor will be a part of a small, but committed team with big ambitions that works cohesively and effectively together to get things done.

You'll be an important and valued member of the team and, with the support of North Lincolnshire Citizens Advice, will be responsible for ensuring client focused outcomes are met in a pressurised environment.

You'll be the first point of contact for residents applying for support from the welfare assistance scheme. You'll offer applicants a holistic assessment designed to maximise household income, reduce expenditure and build greater financial wellbeing.

You'll enable people to move as quickly as possible to problem resolution and to manage their essential needs so they are less likely to fall into debt and manage cost of living increases.

You'll be responsible for making decisions on applications for financially based welfare support and will administer funds to households who would otherwise struggle to buy food or pay essential utility bills or meet other essential living costs.

You'll enable people to take control of their financial wellbeing and signpost them to local statutory services and community groups that provide practical, social and emotional support.

Main Duties and Responsibilities

- To explore client's circumstances using sensitive listening and questioning techniques
- To complete holistic assessments of need
- To identify key information about the client and their household and determine scheme eligibility
- Distribute financial assistance through agreed mechanisms
- To provide non-judgemental support, respecting diversity and lifestyle choices

- To be a source of information about local services and activities, enabling clients to resolve their problems as quickly as possible
- To identify any barriers to people accessing services and activities and support individuals to overcome these
- To help people identify the wider issues that impact on their household finances
- To gather and collate statistical and other information and data, reporting on activity and outcomes and ensuring effective qualitative and quantitative monitoring and evaluation of the service
- To contribute to the overall development of the service
- To reflect on practice and participate in team meetings, practice development forums and peer supervision
- To contribute to the achievement of annually set individual and team targets
- To represent the organisation in a knowledgeable and professional manner at all times
- To maintain appropriate professional boundaries at all times
- To identify your own training and development needs and participate in training opportunities
- To refer safeguarding issues in line with local and organisational policy
- To adhere to organisational policies and procedures relating to health and safety, risk and personal safety

Person Specification

Essential Criteria

1. Understanding of the issues affecting society and their implications for clients and scheme provision
2. Understanding of the main issues involved in assessing clients' applications
3. Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively
4. Interpersonal skills, including sensitive listening and questioning skills to understand the needs of others
5. Ability to quickly sift through information and extract what is relevant

6. Ability to assess client needs and identify relevant signposting information (electronic and written materials)
7. Ability to monitor and maintain own standards, manage time effectively for the purpose of assessments
8. Ability to work as part of a team
9. Ability to use IT systems and packages in the provision of assessments, including the ability to input data for record keeping purposes and navigate online information systems
10. Ability to work within guidelines, protocols and procedures, a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas
11. Ability to recognise their own limits and boundaries in the role

Terms and conditions

1. Proficient salary

£24,000 per annum - full time equivalent (based upon a 36.25 hours working week).

2. Flexibility

We are open to all discussions about flexible working. We want to enable you to have a good work/life balance that suits your needs as well as those of the business.

3. Employee assistance scheme

We provide an employee assistance scheme managed by LifeWorks. Benefits include:

- 24/7 - 365 telephone helpline
- LifeWorks online support website
- LifeWorks app
- 6 sessions of face to face counselling per issue – unlimited issues per annum
- Employee legal helpline
- Consulting services – financial, debt advice, housing, relocation, parenting, eldercare, work performance, health and wellness advice and much more
- Childcare and eldercare matching service
- Savings on everyday purchases and life events
- Access for family members and dependants – excluding counselling and legal advice

4. Annual leave

Annual leave is 25 days from 1st April to 31st March, plus 8 bank holidays. We offer additional long service leave of 5 days after 4 years of employment.

5. Pension scheme

Citizens Advice North Lincolnshire provides an employer pension scheme via Nest Pensions. Our contribution to the pension is 3 percent.

Further details of this scheme will be provided to the successful applicant at offer and contract stage.

6. Learning and development

Citizens Advice North Lincolnshire has a coordinated staff training and development strategy. This will mean that training for your current job, and future career developments will be provided and you will be encouraged to take an active role.

7. Disclosure and Barring Service checks (DBS)

The post is subject to disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974.

8. Equality and diversity

Citizens Advice North Lincolnshire recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We are a Disability Confident employer. We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

Citizens Advice North Lincolnshire will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. Dignity at work

Citizens Advice North Lincolnshire is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated. Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. Political Impartiality

An important part of the principle of impartiality is that Citizens Advice North Lincolnshire staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.

11. Location

Home or office (Scunthorpe, North Lincolnshire) working available. This role is available fully remotely.

12. Hours of work

This role is offered between 15 and 36.25 hours per week. This will be discussed with candidates at the interview.

13. Contract

This is a temporary position. Because of the uncertainty of the availability of funding, the Company cannot at this stage confirm exactly how long this will be for and cannot guarantee you any minimum or maximum period of employment.

The recruitment process and how to apply

You should submit:

1. A CV no longer than two pages
2. Cover letter **detailing how your skills and experience will help you in the role.**

Please return your application to
recruitment@citizensadvicenlincs.org.uk

Applicants will be assessed and interviews offered on a rolling basis.

Recruitment for the post will close once the successful candidates have been appointed.

Candidates should be able to start as soon as possible and no later than 29 May 2024.

Important information about the person specification

The person specification plays a key part in our recruitment and selection process. We use the information you provide in this section about your skills and experience to decide whether or not to invite you for an interview. It is important that you give specific examples which demonstrate how you meet the points on the person specification.

No assumptions will be made about your abilities to meet the criteria in the person specification. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

A useful guide to completing the person specification is S.T.A.R:

Specific. Give a specific example

Task. Briefly describe the task/objective/problem

Action. Tell us what you did

Results. Describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice North Lincolnshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice North Lincolnshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice North Lincolnshire – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.