



Hillingdon

## **PERSON SPECIFICATION: MACMILLIAN WELFARE BENEFITS ADVISER**

### **1. Work experience**

- 1.1 For this post you must hold the Certificate in Generalist Advice Work (or equivalent through experience at an independent advice centre or law centre for example) and have significant recent full-time experience or part-time equivalent of advising clients and carrying out casework. You must be capable of providing reliable high quality advice

### **2. Skills/abilities/knowledge**

- 2.1 Thorough knowledge and experience of the welfare benefits system, including Universal Credit, and ability to carry out accurate benefit check calculations and support clients with limited IT knowledge with online claim applications.
- 2.2 Experience and knowledge of energy, debt, housing and employment advice is essential to be able to undertake casework in these areas.
- 2.3 Sufficient knowledge of multiple advice enquiry areas and capable of identifying emergencies, deadlines and making appropriate referrals.
- 2.4 Excellent verbal communication skills with the general public, including those with limited English, and with stakeholders and third parties plus the ability to write clear and concise case records, letters and reports in English.
- 2.5 Ability to research, interpret and communicate complicated information to clients, including negotiations with other agencies and third parties.
- 2.6 Ability to use telephone and IT systems to deliver advice across multiple channels, for example web chat and telephone.
- 2.7 Ability to user IT systems and packages, and resources in the provision of advice, record keeping and document production.
- 2.8 An up to date understanding of equality and diversity and its application to the provision of advice and commitment to the principles of the Citizens Advice service.

- 2.9 Work effectively and flexibly as a member of a team. This must include recognising own limitations and boundaries and when to ask for support.
- 2.10 Plan and manage your own workload, set priorities and monitor performance so that standards for advice provision and quality are consistently maintained.
- 2.11 Ability to give and receive feedback objectively and sensitively, and a willingness to challenge constructively, and to develop knowledge and skills in advice topics.
- 2.12 Demonstrate an understanding of issues concerning the local community and how HCA can use its client enquiry information to influence social policy.

**3. Policies of the CA Service**

- 3.1 Demonstrate understanding of and support for the aims, principles and equal opportunities policies of Citizens Advice and the CAH service