

Role profile - Job Description

Form Filler

GROSS SALARY: £23 - 25k FTE (pro rata for part time)

HOURS 2 days per week (15 hours per week)

REPORT TO Advice Services Manager

CONTRACT 12 months fixed term from appointment.

LOCATION: Office and drop-in locations within Hammersmith and Fulham including Avonmore Library & Shepherds Bush Market. This role is not suitable for home working.

TO APPLY: Please send your CV and a personal statement outlining your skills against the person specification below to recruitment@cahf.org.uk by **5pm Friday 26th January 2024**. Interviews will be held week commencing 29th January.
We may shortlist and interview earlier, so reserve the right to withdraw this job advert before the closing date.

Form Filler: Benefit claim forms can be complicated and confusing. Online forms are a barrier to many of our clients. Getting help to complete the forms promptly will reduce stress and could help our clients get their money quicker. This exciting new role is funded by Citizens Advice Hammersmith and Fulham to provide our clients with advice and assistance at either drop-in or pre-booked appointments.



Person specification

Listed below are the minimum essential requirements to do this job. When shortlisting for an interview the selection panel will consider the information you give within your supporting statement/CV against the person specification set out below. It is therefore essential that you include information about your abilities relevant to these requirements.

1	The ability to commit to and work within, the aims, principles and policies of Citizens Advice service Essential
2	Candidates will have a good knowledge of welfare benefits, eligibility criteria, awards and appeal processes. Essential
3	Citizens Advice Assessor certificate or extensive experience in completing a variety of different benefits and housing forms. Essential
4	Have good maths and IT skills with confidence to use a variety of IT software including Google Suite and Microsoft office Essential
5.	Good interpersonal skills and the ability to relate to a wide cross section of people, respecting views, values and cultures that may be different from your own Essential
5.	Candidates are expected to demonstrate they can meet excellent quality standards in case administration. Essential
6.	Ability to prioritise and manage own workload to ensure that both individual and team goals are achieved. Essential
7.	Have excellent listening, verbal and written communication skills. Essential
8.	Ability to give and receive feedback to colleagues objectively and sensitively. Essential

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Role: General

- Candidates will have on-going experience of completing benefits forms including all disability benefits and their appeals, Council Tax Support and Housing Benefit; housing applications including Homeless and Housing Register applications.
- Candidates will have knowledge of welfare benefits, eligibility criteria, awards and appeal processes and will be expected to provide full advice and information at an appointment.
- Candidates will need to have excellent interpersonal, written and communication skills and demonstrate awareness of issues relating to general advice gained through knowledge and experience of delivering assessments and advice. The role would be suitable for those who have achieved the Citizens Advice Assessor certification or have extensive experience in completing forms/applications.
- Candidates will have excellent IT skills and will be confident in using a range of online and paper forms. Knowledge of Microsoft Office, Google Docs, Windows and Android and iOS technologies.
- Ability to undertake training to enhance delivery of the role including written submissions and oral representation at welfare tribunals

Service Delivery - Case Management and Administration

- Manage own caseload and be able to work independently or with minimal supervision.
- Ensure that systems are developed and maintained for case recording, statistics, follow up work and quality control.
- Ensure casework conforms to our Quality Standards and procedures.
- Candidates are expected to demonstrate an awareness of Research and Campaign issues (a twin aim of Citizens Advice).

Working with others:

- Develop and maintain good working relationships with the team, sharing information and making a positive contribution by working proactively towards organisational goals and attending meetings where necessary.

IT and GDPR

- Ability to use a variety of IT software is essential for this role.
- Comply with Data protection, GDPR and other Data procedures and policies.

Professional development:

- Keep informed of new and changing legislation relevant to the post, and of local issues and policies.
- Be able to identify own training needs, taking responsibility for own development.
- Attend regular training to develop knowledge, skills and expertise.
- Attend and contribute to support and supervision and appraisal meetings with the line manager, to further own development.

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks. This job description will be reviewed regularly as part of individual and organisational development, performance review and may be a subject to variation.

January 2024

Our Values

We expect all our employees to demonstrate and promote our values

- **Be Inclusive:**
 - Maintain a client focus
 - Be respectful and professional
 - Contribute to a positive team spirit
 - Have an open mind
- **Be Proactive:**
 - Be dynamic in our approach
 - Embrace innovation and change
 - Speak Up
 - Take responsibility
- **Stay Connected:**
 - Connect with peers, with our community and with our stakeholders
 - Keep up to date with changes and updates
 - Give and embrace feedback
 - Share information and improve collaboration
- **Focus on Impact:**
 - Learn from failure
 - Recognise effort and celebrate success
 - Develop ourselves and empower others
 - Evidence our results

Equality, diversity and inclusion

Citizens Advice Hammersmith and Fulham 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.

Citizens Advice Hammersmith and Fulham will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, trans status, 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.