

## Job Description:

# CMA SPECIALIST BENEFITS ADVISER

### Terms & Conditions

16 hours (2 day equivalent) per week flexitime  
Home working  
Salary negotiable  
Contributory pension scheme  
5 weeks annual holiday  
Pro-rata Bank Holidays  
Perkbox employee benefits  
Reasonable expenses reimbursed monthly in arrears

In the first instance this job is to provide specialist benefits advice to clients in London. Therefore being in commuting distance of London would be an advantage, but in a Covid-19 remote working environment, not a necessity. Beyond this the role will entail providing remote advice for the CMA network and clients across the UK.

### Context

CMA operates two debt advice models, both managed by community based CMA affiliate centres. The **Debt Advice** model entails local advisers providing a full, in-house, debt advice service. The **Connect** model requires local Money Mentors to manage information gathering and face to face client support, but the debt advice work is referred to the CMA Hub Debt Advice team. In addition the CMA Hub will be taking client referrals from external agencies from early January 2021.

### The Role

To provide specialist benefits advice, initially to clients in London. This role will also include managing appeals and representation at tribunals; be this 'face to face' in court or remotely while Covid-19 restrictions persist. Beyond the work with London based tenants, the role will include providing advice to clients from across CMA's national network of debt advice centres.

Further detail:

- Provide benefits advice and casework across a broad spectrum of client groups - this will include checking benefit entitlement, advising on benefit interaction and eligibility, aiding with form filling both electronic and paper, applying for disability benefits
- You will work remotely (apart from representation cases) and employ telephone, email, web-comms (e.g. Zoom), post as appropriate to liaise with clients
- Provide representation for clients by challenging decisions and preparing and presenting cases at benefit appeal hearings
- Assist in producing and maintaining appropriate information materials
- Maintain effective and accurate case records using the appropriate software and resources
- The role reports to the CMA Hub Manager

## **The Candidate**

### REQUIREMENTS

- You will be of Christian faith: all CMA staff appointments are subject to this criteria under GOR exemption.
- Have a comprehensive up to date understanding of the benefits system across the jurisdictions of the UK
- You will have a minimum of two years current experience as a practicing benefits adviser
- You will have experience of presenting in at least 5 tribunal appeals
- Excellent verbal and written communication skills with the ability to translate complex information into clear concise content that clients are able to understand
- To be able to attend tribunal hearings (remotely while Covid restrictions persist)
- Working from home, you will have access to a viable and reliable internet connection.
- Familiarity with Microsoft Office and/or Mac equivalents, email and general internet usage

### DESIRABLE

- Live within commuting distance of London
- To have undertaken both basic and specialist benefits training
- Ability to also provide Generalist Debt Advice to clients
- Demonstrable experience of working remotely, alone, on your own initiative.
- Specific experience employing online communication tools such as Zoom.

CMA specific training will be provided during the 3 month probation/trial review period.