

JOB DESCRIPTION

JOB TITLE:	Welfare Rights Adviser
CONTRACT:	Fixed term to 30th June 2024
HOURS:	18.5 hours per week
SALARY:	£24,733 per annum (Pro Rata) depending on experience
ANNUAL LEAVE:	32 days plus public holidays (Pro Rata)
RESPONSIBLE TO:	Operational Manager
DBS CHECK:	Enhanced required
Post funded by:	BMBC South Area Council

PURPOSE OF JOB

- Provide advice covering the full range of the specified area and make home/outreach visits as necessary, 2.5 days per week and to support other advisors undertaking Welfare Benefits Advice Work. The working week will be all day Wednesday, Thursday and half day on Friday.
- Advice services outreach will be delivered from various locations and at various times, including both daytime and evening sessions and through all mediums including Face to Face, telephone, Digital and by Video link, both from venues, our office and home working
- Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all casework conforms to the organisations Citizens Advice Performance Quality Framework.

- Advice given will help to improve the financial situation and independence of local residents and in so doing contribute to improving their psychological health and social wellbeing, as well as challenging DWP decisions.

KEY RESPONSIBILITIES

1. To deliver welfare advice sessions through all mediums including Face to Face, telephone, Digital and by Video link
2. Prepare and present cases and applications to the appropriate statutory bodies, tribunals and courts as appropriate and negotiate with third parties as appropriate.
3. Assist clients where necessary by calculating, negotiating, drafting or writing letters and telephoning.
4. Ensure income maximisation through the take up of appropriate benefits.
5. Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
6. To provide follow-up work to a level agreed with your Line Manager.
7. To signpost and / or make effective referrals to other agencies as appropriate.
8. To ensure details in all clients records are accurate and kept in an orderly manner and that confidentiality is maintained at all times.
9. To ensure that all clients' records are entered onto the Bureau's electronic case management system.
10. To assist with bureau research and campaigns work by assisting with surveys and providing information about client's circumstances, statistical information and nature of cases.
11. To offer support and assistance to staff and volunteers in liaison with the bureau's Supervisors and Line Manager.

12. To keep up to date with legislation, policies and procedures and attend training as appropriate.
13. To ensure advice is provided in accordance with Citizens Advice Membership and Quality of Advice standards.
14. To liaise with other statutory and voluntary bodies to maintain effective working relationships and effective referrals.
15. To maintain any monitoring statistics required by the funder and the bureau and to provide regular reports as may be required.
16. To help plan and participate in any evaluation of the project.
17. To attend appropriate internal and external meetings as agreed with your Line Manager.
18. To work within bureau policies and procedures and uphold the Aims and Principles of the Citizens Advice Service and its policies at all times.
19. To carry out all duties in accordance with relevant health and safety legislative requirements, adopting safe working practices in all workplaces.
20. To undertake all other duties and responsibilities as agreed from time to time commensurating with the grade and nature of the post.

PERSON SPECIFICATION

WELFARE RIGHTS ADVISER

ESSENTIAL

1. At least 2 years recent experience of delivering face to face welfare advice.
2. Up to date competencies in welfare benefits advice.
3. Ability to communicate effectively and sensitively, both verbally and in writing, with a wide range of individuals.
4. Awareness of the social policy issues affecting clients.
5. Excellent problem solving skills.
6. Experience of working on own initiative and ability to work without close supervision.
7. Numerate and computer literate with experience in using Microsoft Office software including Word and Excel.
8. An ability to use bespoke IT software in the provision of advice via an electronic case management system, case recording and the preparation of statistical/monitoring reports.
9. Good time management skills and ability to prioritise tasks and work to deadlines.
10. Ability to establish and maintain good working relationships with external and partner agencies.
11. Ability to summarise information, record it accurately and concisely and maintain effective administrative systems.
12. Understanding of the need for confidentiality and a non-judgemental approach to advice provision.
13. An understanding and commitment to work within the Aims and Principles of the Citizens Advice Service.

14. Ability to travel effectively between the Bureau and different outreach locations at various times during the day and the evening.
15. Ability to meet enhanced DBS disclosure requirements.

DESIRABLE

1. Experience of using Citizens Advice Case Recording system
2. Competence in use of Quick Benefit software.

08/12/2023