## **Job Title: Welfare Benefit Advice Worker**

# Salary: £23,398 per annum pro rata

## **Location:** Ladywood Health & Community Centre, St Vincent Street West, B16 8RP (with other locations as required)

**Hours: 21 hours per week**

**Length of appointment:** 2 years / Permanent (subject to ongoing funding)

# Purpose of the Role

The role will help deliver our Ladywood Community Advice project which delivers high quality welfare rights advice alongside wider advice and advocacy support.

The project seeks to help people navigate the benefits systems and provide representation where needed throughout appeal processes to ensure people receive their entitlements and increase incomes for individuals and families in the Ladywood ward and surrounding areas.

We also deliver more general advice and signposting through a drop-in session to help address other needs, the service is open to anyone in the community but we do seek to help particular groups who may face extra challenges, for example where English is a second language.

The postholder will be involved in delivering high quality welfare rights advice, both in a one-on-one setting and through drop-in sessions (dependent on COVID-19 restrictions), working with our lead Welfare Rights Advisor and a team of volunteers. They will also link to wider support available through Karis Neighbour Scheme, such as the Ladywood Job Club, family support, befriending support for older people and a Listening & Guidance project.

# Duties and Responsibilities

To deliver high quality welfare benefits advice to local residents in order to maximise income and enable them to continue to live independently.

To undertake face to face advice. This will mainly be provided during a drop in service and by appointments in an office setting. Some home visits may be required (subject to COVID-19 restrictions)

To triage the drop in service to ensure users are coupled with an appropriate advisor/volunteer

To provide general advice for clients, communicating with other agencies and working in partnership to assist with the needs of the clients being met.

To be aware of and refer to other support as needed.

To work alongside other Karis Neighbour Scheme (KNS) staff and volunteers as well as key partners to identify and support further needs for residents.

To assist in the training and induction of volunteers and other staff as necessary with regards to advice issues.

Take an active part of the KNS team, supporting the different projects, participating in team communications and assisting in the smooth running of the office base

To keep appropriate records of support delivered and assist in the collecting of any monitoring or evaluation documents.

To contribute to reports for the KNS Trustees and report any significant issues to your line manager.

To undertake any relevant training and continuing personal development as agreed.

To undertake any other duties consistent with the purpose and nature of the post.

**General**

This job description summarises the main duties and accountabilities of the post and is not exclusive. The post holder is required to undertake other duties of similar level of responsibility.

It is anticipated that the duties of this post may change over time to reflect the developmental nature of this project. The job description will be subject to periodic review and updating and the role holder will be consulted on any proposed amendments

**Relationships**

The post holder will be responsible to the Trustees of Karis Neighbour Scheme and will be Line Managed by the Welfare Rights Co-ordinator.

**Equal Opportunities Statement**

Karis Neighbour Scheme is committed to equality of opportunity in the provision of its activities. The post holder is responsible for ensuring that Karis Neighbour Scheme’s commitment to equal opportunities is implemented throughout all aspects of the work.

**Safeguarding**

The post holder will be expected to work within the Safeguarding policies of the organisation and the Birmingham Safeguarding Adults Board procedures.

Due to the nature of this job, the post will only be offered following a DBS check.

This post is exempt from the Rehabilitation of Offenders Act.

**Confidentiality**

It is a condition of employment that staff will not disclose any personal information obtained in the course of their duties other than to those entitled to receive it. The post-holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and KNS policies are upheld.

**Health & Safety**

Under the H&SAWA 1974 the post holder must take reasonable care of their own health and safety and that of any other person who may be affected by their acts or omissions.

**Contract** 2 year contract, renewable subject to continued funding.

**Person specification**

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| Attributes | Essential | Desirable |
| Education and training | Welfare rights training. |  |
| Experience | Demonstrable experience of providing Welfare Benefits advice  Knowledge and understanding of social security legislation  Experience of working with disadvantaged individuals and families | Significant experience of working in welfare rights advice projects  Experience of representation at social security appeals tribunals  Experience of working for a voluntary organisation  Experience of developing and delivering training |
| Skills and Abilities | Knowledge of social security legislation  Excellent written and verbal communication skills with a range of people, including other professionals  To be pro-active and work creatively both individually and as part of a team  A good working knowledge of computer applications and other office technology  Excellent organisational ability, able to work systematically, prioritise work and work to deadlines  Able to build good working relationships with service users, colleagues and other agencies |  |
| Personal Qualities | Honest and displays integrity  Understanding of KNS ethos  Understanding and empathetic |  |