# RENFREWSHIRE CITIZENS ADVICE BUREAU

# RIGHTS OFFICER

# JOB DESCRIPTION

**Job Title:** Welfare rights adviser

**Responsible to:** Bureau Manager

**Hours per week: 28 hours**

**Salary**: £19888 per annum + 8% Pension

**Closing Date**: 1st December 2022 @ 1pm

**Interviews:** W/C 5th December 2022

**Fixed term contract to 15th December 2023**

**SUMMARY OF MAIN RESPONSIBILITIES**

The successful candidate will be the project lead for a partnership project between Renfrewshire Citizens Advice and local charity Roar. The aim of the project is to provide older adults in Renfrewshire with income maximisation advice. The project worker will be responsible for the provision and development of quality advice, information and representation on statutory benefits, and other social welfare matters in a number of outreach locations throughout Renfrewshire.

**MAIN TASKS:**

1. Casework – at claim level, review and developing experience up to appeal level
2. Develop experience to provide representation for clients up to and at Social Security Tribunal Hearings within DWP appeals system.
3. Provide on-going specialist training and support to RCAB & Roar staff and volunteers on ongoing welfare reform and relevant changes.
4. Provide support and guidance on complex cases to staff and volunteers.
5. Provide training to staff and volunteers on welfare rights issues including delivering presentations to outside organisations and community-based groups.
6. Provide feedback to staff and volunteers on welfare rights case working.
7. Monitor and report back on specific issues arising from welfare reform and undertake social policy / campaigning work to highlight the impact on CAB & Roar clients.
8. Keep case records and systems updated as required to monitor service delivery.
9. Keep up to date with relevant legislation and policies
10. Develop systems to gather and evaluate feedback from service users.
11. Provide written progress reports on at least a quarterly basis to the CAB & Roar managers for the funder.
12. Undertake any other work, consistent with the purpose of the post, as directed by the manager.

**This post may involve some working out with regular office hours to support specific events. In the event of this requirement time off in lieu will be given.**

WELFARE RIGHTS OFFICER

**PERSON SPECIFICATION**

We are looking for someone who can demonstrate the following:

* Considerable recent experience (paid or unpaid) in advice work or related field
* Recent representation experience (paid or unpaid), or willingness to undertake training
* Good current knowledge of the benefits system, particularly that relating to older people, sickness and disability benefits
* An understanding of the issues affecting older people
* Experience of managing a complex caseload
* Ability to work under pressure, on your own initiative, but also to be part of a team
* Ability to work in a systematic manner and plan own workload
* Excellent organisational, communication and report writing skills
* Good IT skills – especially word-processing, and database entry
* Good working knowledge of the statutory and voluntary agencies in the area
* Understanding of community care issues
* An ability to deal with clients and other professionals in a sensitive manner
* Evidence of ability to carry out training in benefit issues to CAB staff and outside agencies or equivalent experience
* Commitment to the principle of a client driven, volunteer led service
* Commitment to the aims and principles of theCAB service
* Commitment to CAB & Roar equalities policies