### **SOUTH WEST ABERDEENSHIRE CITIZENS ADVICE BUREAU**

#### WELFARE RIGHTS OFFICER Job Description

**Job Title**: Welfare Rights Officer

**Responsible to:** Chief Officer

**Hours:** 35 hours per week or will be considered as a Job Share (21hrs & 14hrs)

**Salary:** £ 26,628 per annum + 5% pension contribution.

Funded by The National Lottery Improving Lives Community Fund until September 2025.

**Location:** Based at Westhill

**Summary of main responsibilities**

* To ensure the provision and development of quality advice, information and representation on statutory UK and Scottish Social Security benefits, and other social welfare matters as appropriate.
* To carry out welfare rights advice, benefit casework, appeals and representation work.
* To provide specialist second tier support to generalist advisers and delivery of welfare benefits training.

**Welfare Rights**

* Carry out ongoing welfare benefits casework, researching and drafting written submissions and assisting clients at review and at appeal level to prepare for benefits appeals.
* Provide representation for clients at Social Security First Tier Tribunals
* Prepare cases for Upper Tribunals
* Keep comprehensive records of casework which meet audit requirements, and GDRP requirements.

**Training and Development**

* To support the provision of a sustainable benefits service to each client through the running of training sessions for generalist advisers, increasing the knowledge and competences of all bureau advisers.
* To ensure that all specialist staff within the bureau receive appropriate benefit training to ensure holistic advising the post holder will carry out peer to peer benefits training.
* The post hold will provide a second tier support for generalist advisers for benefit enquiries.

**Project Monitoring**

* Assist with monitoring effectiveness of the project, project targets and ongoing development of the Welfare Rights post

**Liaison**

* Create an awareness within the community of the role of the CAB, promote the services at the bureau by engaging with local partners, community organisations and stakeholders.

**Personal Development**

* Undertake and successfully complete Citizens Advice Bureau training programme and enhanced benefit training
* Participate in ongoing professional development
* Keep abreast of the latest developments in the voluntary sector

**Other duties and responsibilities**

* Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* To undertake any other work consistent with the purpose of the post as directed by the Chief Officer.

 **TRAINING OFFICER PERSON SPECIFICATION**

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| **Training Officer**  | **Essential** | **Desirable** |
| **QUALIFICATION** | * Good General education
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| **EXPERIENCE**  | * Evidenced understanding of welfare benefits and provision of advice, or an ability to show transferable skills.
* Good awareness and understanding of how rights and advice issues impact on local communities
* A proven ability to work effectively with a wide variety of stakeholders and partners
* Knowledge of and the ability to use digital tools used to deliver services (web-chat, remote telephony etc )
* Experience of working on own initiative and managing own workload
* Experience of working as part of an effective team
 | * Welfare Rights experience including tribunal representation
* Completion of Citizens Advice Scotland’s Adviser Training Programme (ATP)
* Experience in delivering training
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| **SKILLS AND ATTRIBUTES**  | * Ability to analyse and interpret information
* Ability to give and receive objective feedback with sensitivity and willingness to challenge constructively
* Understanding of the importance of support, development and motivation
* Ability to remain calm and focused in a busy and at times pressured environment
* Ability to take personal responsibility for own actions
* Excellent organisational skills
* Excellent interpersonal skills and the ability to build positive working relationships with individuals
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Ability to operate as a team player and communicate effectively with colleagues and Chief Officer
* Experience in use of computer applications, including spreadsheets and databases
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| **OTHER**  | * Commitment to personal development and training
* Understanding of and commitment to the aims and principles of the CAB service
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