

Welfare Reform Worker – North Ayrshire

Job description: Welfare Reform Worker

Employer: East Ayrshire Citizens Advice Bureau

Job title: Welfare Reform Worker – North Ayrshire

Salary: £ 21,924 - £24,012 (Temporary-funded until March 2019)

Responsible to: Manager

Summary of Job Remit

To improve partnership working with other local organisations in North Ayrshire and help mitigate the impact of welfare reform for mutual clients by:

- Raising awareness through community engagement and providing support to external partners
- Providing specialist support and training on welfare reform issues to volunteer advisers and paid staff across the bureau
- Carrying out specialist Welfare Reform casework and providing representation for clients at appeals and tribunals

Main Responsibilities

- To provide specialist support to clients attending North Ayrshire outreach on Welfare Reform issues.
- Ensure that high quality advice, information and assistance is provided to clients
- To carry out specialist casework and provide formal representation at appeals and tribunals
- To work with partner organisations and carry out specialist appointments for mutual clients regarding welfare reform issues
- To ensure that the Bureau's systems are maintained accurately for case recording, reporting, follow up work and quality control

- To provide support and supervision to volunteer advisers during advice sessions if required
- To work closely with the bureau referrals officer to ensure that appointments are timeously arranged and that follow up work effectively managed.
- To maintain up to date knowledge in relevant areas of advice, Including changes to legislation and processes
- To collate statistics and provide reports to the Manager for the purposes of monitoring and reviewing the project and to inform Social Policy – providing at least two case studies every quarter
- To raise public awareness and undertake preventative work by giving talks to local groups as required.

Other Duties and Responsibilities

- To be considerate of and respectful to colleagues and client's needs and limitations and act in a supportive manner as outlined the CAB aims and principles.
- Ensure that professional attitudes and behaviours are demonstrated at all times with all EACAB stakeholders
- To work co-operatively with other agencies and community groups within East Ayrshire (and wider where necessity dictates) to improve the provision, standard and accessibility of advice.
- To consider the impact of actions on the rest of the business
- To abide by the health and safety guidelines of the bureau and share responsibility for own safety and that of others
- Keep updated with, work within and contribute to the ongoing enhancement of bureau systems, policies and procedures
- To contribute to the identification of own training and development needs
- To attend and actively participate in staff/team meetings as required

- To check, read and where necessary respond to email on a daily basis ensuring that all deadlines are met
- To undertake any other duties and responsibilities which may reasonably be determined by the Manager/Operations Manager