* **Job Title:** Welfare Rights Officer
* **Responsible to:** Manager

# About the role

The Welfare Rights Officer will be responsible for delivering a holistic advice and support service aimed at clients who require specialist assistance with all stages of the social security benefit claiming process. This involves assisting clients with complex casework and with challenging decisions through the mandatory reconsideration/re-determination process. Recent experience of the appeals process would also be beneficial.

# Job description

**Key responsibilities**

* To establish a client’s entitlement to means and non-means tested benefits by completing income maximisation checks, including better off calculations
* To guide clients through the benefit claiming process
* To provide volunteer and staff support on benefit related enquiries
* To provide guidance to clients on challenging decisions made by DWP/HMRC/Social Security Scotland
* To provide advocacy help to clients with benefit disputes up to Tribunal representation
* If appropriate, to support the client with applying for any additional support such as benefit short-term advances and/or access to the Scottish Welfare Fund
* To liaise where appropriate with bureau staff and other relevant agencies, such as social landlords, as appropriate
* To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* To ensure that all work meets quality standards set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice as well as the requirements of the funder
* To keep abreast of the latest developments relating to welfare benefits and Universal Credit

*The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.*

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# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of social security benefits and entitlement
* Experience of challenging decisions through the mandatory reconsideration process
* Experience of working with people with multiple and complex needs
* Ability to work without supervision and prioritise workload
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* A proven ability to work effectively with a wide variety of stakeholders
* A commitment to the aims, principles and policies of Citizens Advice Bureaux
* Ability to operate as a team player and communicate effectively with colleagues and managers

**Desirable**

* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate
* Experience of the appeals and Tribunals process
* Own transport

**Additional requirements**

* The post is subject to completion of a Criminal Convictions Declaration form and a Basic Disclosure check

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