**Job Title:** Senior Welfare Rights Officer

**Job Description**

**Key Responsibilities**

* Improving access to benefit entitlements, maximising income and accessing services promoting social inclusion
* Carry ongoing casework associated with this post at review and appeal level. Assisting clients prepare for benefit appeals, research and draft written and legal submissions
* Work with and on behalf of clients to process conclusion
* Maintain accurate case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
* Prepare and present cases to the appropriate statutory bodies and/or 1st tier/upper tribunal
* Ensure that all work conforms to the bureau's systems, procedures, Citizens Advice Quality standard and National Standards Level II/III
* Ensure that all duties are carried out within the aims and principles of the Citizens Advice Bureau service.
* Maintain a library of reference material and case law.
* Make appropriate referrals to ensure clients receive the best service
* Produce a detailed work plan which fits in with the key objectives of the service
* Liaise and assist with the training of staff and volunteer advisers in relation to welfare benefits
* Build on existing relationships with external agencies/other bureaux and form new working relationships
* Adopt a holistic approach, identifying other related problems
* Develop a robust referral system both internally and externally
* Assist in developing and gathering evaluation feedback from service users and partners
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service and the organisation
* At all times, demonstrate commitment to the aims and policies of the CAB service
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

**Social Policy**

* Assist with social policy work by providing information to drive change and highlight inequalities
* Monitor service provision to ensure that it reaches the widest possible client group
* Alert other staff to local and national issues

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to welfare law and undertake appropriate training internally and externally
* Advocate the Citizens Advice Bureau at all times
* Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate
* Assist with project initiatives for the improvement of services

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of preparing, planning and delivering briefings, reports and tribunal papers
* 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 Bureau
* Ability to operate as a team player and communicate effectively with colleagues and managers

**Desirable**

* A specialist knowledge of tribunal representation
* Experience of managing a small team
* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* Make Home visits to clients or work from any of NL bureaux or outreach locations
* Travel to visit other organisations and venues and attend meetings
* Occasionally undertake work out of hours