



Drumchapel Citizen's Advice Bureau (CAB)

WELFARE RIGHTS ADVISER JOB DESCRIPTION

Main Purpose: To assist the delivery of a Welfare Rights service to GP practices across North West Glasgow

Summary of main responsibilities

To ensure the provision and development of quality advice, information advocacy on statutory benefits, and other social welfare matters as appropriate within the area of benefit of Drumchapel Citizens Advice Bureau by way of casework and specialist support services to Bureau volunteers and paid staff of the Bureau, social work, health and voluntary sector practitioners.

To have particular regard to the requirements of persons in need within the Bureau's area of benefit, and to assist in developing responsive and effective systems of service to address those requirements.

The Post Holders will work to alleviate poverty amongst disadvantaged people improving life prospects and promoting social inclusion.

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 (not including tribunal representation).
- Deliver daily advice sessions in GP surgeries across NW Glasgow as required including home visits.
- Provide support and guidance on cases to CAB staff and volunteers.
- Refer clients on to colleagues or other agencies as appropriate for specialist help with issues that fall outside the remit of the service.
- Keep comprehensive records of casework which meet audit requirements, including use of CASTLE case recording system.
- Be responsible for the recording, collation and reporting of statistical data.
- Keep all records confidential, safe and accessible for future retrieval.
- Extract and compile information for social policy and other reporting purposes.
- Carry out relevant research and/or consultation exercises.
- Assist in developing and gathering evaluation feedback from service users and partners.
- Responsible for delivery of training and marketing.
- Undertake any other reasonable duties as requested by the Bureau Manager.

- Ensure quality of advice by monitoring client records and identifying advice worker training and/or support needs

Self Management

- Take responsibility for implementing policies, procedures and protocols of the organisation.
- Take responsibility for personal safety in and out of the office in accordance with the organisation's Safety Procedure.
- Participate in the support and supervision process.
- Provide written reports on project progress and for other publications.

Team work

- Share relevant information and give support and encouragement to colleagues.
- Participate in team meetings and Annual General Meeting.
- Assist in the development of the organisation by participating in development days, task groups etc. when required.
- To share evening and weekend operational hours on a rotational basis with other paid staff.

Personal Development

- Keep up to date knowledge of Legislation, Policies and case law relevant to post
- Identify own learning needs and participate in identified learning opportunities when required.
- Feedback on learning opportunities.
- Assist with delivery of training when required.

Promoting the service

- Present a positive image of the Bureau at all times.
- Form effective working relations and networking with other organisations and stakeholders ensuring collaborative approach in service delivery.
- Assist in raising awareness of the service.

DRUMCHAPEL CITIZENS ADVICE BUREAU

PERSON SPECIFICATION – WELFARE RIGHTS ADVISER

	Essential	Desirable
Qualifications	Educated to degree level or have equivalent relevant experience	Evidence of vocational training/qualification

<p>Experience</p>	<p>In depth Welfare Benefits advice experience, particularly with vulnerable clients gained within the last two years.</p> <p>Experience of preparing for Tribunal representation experience</p> <p>Good awareness and understanding of how rights and advice issues impact on the local communities</p> <p>Recent experiences of working in a performance driven environment and evidence of meeting targets.</p> <p>Experienced in using and constructing Spreadsheets and Databases; using word processing packages.</p> <p>Experience of partnership working in the voluntary and statutory sectors.</p>	<p>Experience of working in the advice sector</p> <p>Experience of undertaking research and/or consultation</p> <p>Experience of CASTLE case recording system</p> <p>Experience of Upper Tribunals</p>
<p>Skills, knowledge and attributes</p>	<p>An excellent working knowledge of Welfare benefits and better off calculations.</p> <p>Ability to research, understand and explain complex information both orally and in writing.</p> <p>Effective oral communication skills with particular emphasis on advocacy and representation.</p> <p>Effective writing skills with particular emphasis on drafting reviews, legal submissions, reports and correspondence.</p> <p>Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.</p> <p>Understand the issues involved in and confident in interviewing vulnerable clients.</p> <p>Commitment and ability to taking part in social policy, research or evaluation</p> <p>Numerate to the level required in the tasks.</p> <p>Ability to prioritise own work, meet deadlines and manage caseload.</p>	<p>Awareness of the social needs of local communities and services provided by the voluntary sector</p>

	<p>Ability to use IT in the provision of advice and the preparation of reports and submissions.</p> <p>Attention to detail.</p>	
Values and Attitudes	<p>Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.</p> <p>Ability to support and encourage vulnerable individuals.</p> <p>Ability and willingness to work as part of a team.</p> <p>Ability to monitor and maintain own standards.</p> <p>Demonstrate understanding of social trends and their implications for clients and service provision.</p> <p>Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.</p> <p>Commitment to voluntarism</p> <p>Commitment to quality customer care</p>	<p>Proven ability to work within a community development or volunteer setting.</p> <p>Experience of implementing equal opportunities policies and practices.</p>
Other	<p>Willing to be flexible and adaptable in meeting the needs of the service</p> <p>Able to work on own initiative</p> <p>Ability to travel as required by job remit and occasionally undertake work out of office hours</p>	