# logo.pngRENFREWSHIRE CITIZENS ADVICE BUREAU

# WELFARE RIGHTS OFFICER - JOB DESCRIPTION

**Job Title:** Welfare Rights Officer

**Responsible to:** Bureau Manager

**Hours per week:** Up to 35 hours (job share and part-time working available)

**Salary**: £24860 + 8% Pension

**Closing Date**: Friday 26th August 2022

**Interviews:** W/C 29th August 2022

**Post funded to 31st March 2023 (Local authority funded with potential for extension)**

**SUMMARY OF MAIN RESPONSIBILITIES**

To ensure the provision and development of quality advice, information and representation on statutory benefits, and other social welfare matters as appropriate within the area of benefit of RenfrewshireCitizens Advice Bureau, RCAB, 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.

**MAIN TASKS:**

1. Casework – at review, up to appeal level (occasionally at claim level if a home visit/outreach appointment is necessary).
2. Provide representation for clients at Social Security Tribunal Hearings within DWP Appeals system.
3. Provide on-going specialist training and support to RCAB staff and volunteers on Welfare Reform.
4. Provide support and guidance on complex cases to all staff and volunteers.
5. Provide training to staff and volunteers on Welfare Rights Issues including delivering presentations to outside organisations.
6. Provide feedback to staff and volunteers on Welfare Rights case working.
7. Monitor and report back on specific issues arising from Welfare Reform and undertake social policy / campaigning work to highlight the impact on bureaux clients.
8. Keep case records and systems updated as required to monitor service delivery.
9. Keep up to date with relevant Laws and Policies
10. Develop systems to gather and evaluate feedback from service users.
11. Provide written reports when requested by the bureau manager.
12. Undertake any other work, consistent with the purpose of the post, as directed by the Manager.

**It is unlikely but not impossible that this post will involve unsocial working hours. In the event of this time off in lieu will be given.**

WELFARE RIGHTS OFFICER

**PERSON SPECIFICATION**

We are looking for someone who can demonstrate the following:

* Considerable recent experience (paid or unpaid) in advice work or related field
* Recent representation experience (paid or unpaid), or willingness to undertake training.
* In-depth current knowledge of the benefits system, particularly that relating to sickness and disability benefits
* Experience of managing a complex caseload
* Ability to work under pressure, on your own initiative, but also to be part of a team
* Ability to work in a systematic manner
* Excellent organisational, communication and report writing skills
* Good IT skills – especially word-processing, and database entry
* Good working knowledge of the statutory and voluntary agencies in the area
* Understanding of community care issues
* An ability to deal with clients and other professionals in a sensitive manner
* Evidence of ability to carry out training in benefit issues to CAB staff and outside agencies
* Commitment to the principle of a client driven, volunteer led service
* Commitment to the aims and principles of theCAB service
* Commitment to CAB Equal Opportunities Policy