# Job Pack – Welfare Rights Adviser

# About the role

* **Job Title:** Welfare Rights Adviser
* **Location:** Shetland Islands CAB, Market House, Market St, Lerwick, Shetland, ZE1 0JP
* **Hours per week:** 35 hours per week
* **Type of contract:** Fixed-term contract until 31 December 2022
* **Salary:** £26,272 - £29,041 per annum
* **Closing Date:** Friday, 12 April, 5pm
* **Interviews:** to be held on 2nd and 3rd of May 2019

**About the job**

We are looking for an enthusiastic individual with experience of providing advice and supporting vulnerable people to join us as a Welfare Rights Adviser.

In this role, you will work one-to-one with clients to maximise their incomes through benefit applications and appeals. You will carry out complex casework and represent clients at benefit tribunals. You will be part of a team of advisers working together to ensure we provide a high quality, holistic service. As part of your role, you will support clients to submit Universal Credit claims through to first payment.

You will undertake in-depth training in social security benefits and ongoing continuous professional development.

Full details of the post and the competencies required are set out in the Job Description and Person Specification.

**Employee benefits**

Shetland Islands Citizens Advice Bureau offers excellent terms and conditions, including a total of 35 days leave and a pension scheme with a 6% employer contribution. Shetland Islands Citizens Advice Bureau is an inclusive employer considering flexible working arrangements where appropriate.

**How to apply**

For further details and information on how to apply, please contact sicab@shetland.org. Please note that the post is subject to the disclosure of criminal history information.

**Equality & diversity monitoring**

To help Shetland Islands Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: sicab@shetland.org

**Job description**

Title of Post: Welfare Rights Adviser

Employer: Shetland Islands Citizens Advice Bureau

Line Manager: Bureau Manager

# JOB PURPOSE

* To deliver welfare rights advice and income maximisation as part of the bureau’s advice provision;
* To work in conjunction with Session Supervisor, other Welfare Rights Adviser, Money Adviser, Energy Adviser, Generalist Advisers and other colleagues, to ensure that the bureau provides holistic quality advice and support which meets the needs of clients;
* To deliver the bureau’s Help to Claim service supporting clients completing their first claim for Universal Credit through to first payment.

### TASKS

1. Provide information, advice and consultation on social security benefits and social welfare services as required by clients, bureau staff and volunteers, and to other individuals and organisations.
2. Provide support for income maximisation through social security benefit checks working in cooperation with generalist advisers or directly with vulnerable clients.
3. Support social security benefit applications as required.
4. Support clients to request reconsiderations and appeals of decisions and represent clients at tribunals; using legislation, case law and medical evidence to construct the client’s case.
5. Support clients to make ancillary applications eg for Scottish Welfare Fund, concession schemes, food parcels, energy assistance schemes.
6. Refer clients as appropriate within CAB to the generalist service or to other specialist case workers (eg Money Advice, Energy Advice etc).
7. Refer clients to external agencies as appropriate for additional advice and support (eg Scottish Welfare Fund, Free School Meals, Children in Need etc). Refer clients to partner agencies which can support them to increase their resilience (eg Carers Support Group, Women’s Aid, Befriending etc).
8. Negotiate and mediate with appropriate agencies in the process of enabling claimants to pursue their entitlement to social security benefits or services, and undertake an advocacy role as appropriate.
9. Assist clients to setup a Universal Credit account, including setting up a personal email account and/or bank account, if needed. Support clients to complete and submit Universal Credit claim forms, ensuring clients have identified and gathered all evidence and documentation needed. Support the client through the first assessment period (completion of the identity verification process; preparation for their first appointment with Jobcentre Plus work coach; applying for any additional support such as short-term advance and/or access to the Scottish Welfare Fund). Ensure the client understands the Universal Credit payment schedule.
10. Conduct client interviews using sensitive listening and questioning skills to allow clients to explain their problems and empower them to set their own priorities. Explore clients’ circumstances and support needs considering language barriers, accessibility needs and issues around digital access and ability.
11. Ensure accessibility of service by means of home visits / attendance at outreach advice sessions and visits / liaison with other agencies as appropriate.
12. Carry an ongoing caseload and keep comprehensive records of casework which meet audit requirements of CAS, Scottish National Standards for Information and Advice and relevant funders’ requirements. Keep all records confidential, safe and accessible for future retrieval.
13. Be responsible for the recording, collation and reporting of statistical and qualitative data in line with the requirements of CAS and of other funders.
14. Assist in promoting the service in collaboration with other colleagues, and/or Bureau Manager.
15. Participate in continuous professional development to keep abreast of the latest developments relating to welfare benefits and Universal Credit and to ensure skills and knowledge are sufficient to carry out the role.
16. Contribute to the bureau’s social policy work at both a local and national level.
17. Undertake any other work, consistent with the purpose of the post and/or the aims of the Bureau, as directed by the Assistant Manager and/or Bureau Manager.

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| **WELFARE RIGHTS ADVISER** | **COMPETENCIES** |
| **EXPERIENCE** | * Experience in delivering advice
* Experience of working with people with multiple and complex needs
* Experience in preparation and presentation of casework including case recording
* Experience of liaising effectively with partner agencies
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| **KNOWLEDGE** | * A sound working knowledge of social security benefits including Universal Credit
* Good working knowledge of generalist advice issues including financial issues affecting clients.
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| **SKILLS AND ATTRIBUTES** | * Excellent written and oral communication skills, including the ability to communicate complex information in a clear and accessible manner
* Skilled in research and analysis of information
* Excellent organisational skills
* Ability to use a range of IT tools, including Microsoft Office applications, online applications, internet and email etc
* Ability to work without close supervision, prioritise own work and meet deadlines
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| **VALUES AND ATTITUDES** | * An understanding of, and commitment to, the aims, principles and policies of the CAB service
* Ability to operate as a team player and communicate effectively with colleagues and managers
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| **OTHER** | * Flexibility in carrying out the responsibilities of the post
* Ability to travel to carry out home visits throughout Shetland
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**REQUIRED TRAINING**

Previous completion of the Citizens Advice Bureaux Adviser Training Programme is desirable. If this has not already been completed, the postholder will be expected to complete this.

The post holder will be required to undertake specialist benefits training in order to meet the competences required by Scottish National Standards for Information and Advice Providers. Training will be undertaken by attending courses on the mainland and by online learning.

**ADDITIONAL REQUIREMENTS**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**The Shetland Islands CAB** **Citizens Advice Bureau is committed to equal opportunities both in service provision and in employment.**

**Charity number: SC019785
Charity name: Shetland Islands CAB** **Citizens Advice Bureau**