**Kincardine and Mearns Citizens Advice Bureau**

**WELFARE RIGHTS ADVISER JOB DESCRIPTION**

**Employer:** Kincardine and Mearns Citizens Advice Bureau

**Job Title:** Welfare Rights Adviser

**Main Purpose:** To assist the delivery of Welfare Rights including Tribunal Representation

**Hours of Work:** 21 hours per week

**Contract:** Fixed Term 3 years – **This post is being funded by The National Lottery.**

**Salary Scale**: £ 15,288 per annum

**MAIN TASKS:**

1. Casework – Assisting clients with benefit claims, housing advice, reviews/MR and appeals and other general advice topics.
2. Provide representation for clients at benefit appeal hearings.
3. Delivery of Money/Debt advice and financial capability case work
4. The ability to provide support, training and supervision to volunteer advisers
5. Assist in producing, maintaining and distributing appropriate information materials including online
6. Commitment to Social Policy and feedback on issues clients are facing to effect change
7. Identify cases where clients need further assistance following benefit appeal (eg further benefit check, appeal to the Upper Tribunal, Judicial Review or court representation for rent arrears) and to make appropriate internal and external referrals for follow-on services where required.
8. Keep such records (including the maintenance of a database) as required to enable the service to be monitored and evaluated.
9. Talks/training to local groups
10. Commitment to their own personal development and training. The post holder will be expected to maintain their knowledge in welfare rights and money advice and related issues in order to meet the competences required by Scottish National Standards for Information and Advice Providers
11. Provide regular reports to the Assistant Manager/Manager on activities against targets
12. Undertake any other work, consistent with the purpose of the post, as directed by the Assistant Manager/Manager.

**PERSON SPECIFICATION**

**Welfare Rights Adviser**

We are looking for someone who can demonstrate the following essential attributes:

* Enthusiasm and a can-do attitude
* Commitment to the aims and principles of the organisation
* Commitment to the principle of a non-judgemental client driven service
* Proven experience (paid or unpaid) in money, housing and financial capability advice work and ideally experience in representation at benefit appeals. Knowledge and experience in other general advice topics.
* In-depth current knowledge of the benefits system
* Experience of carrying and managing a complex caseload Carry 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.
* Ability to work under pressure, on your own initiative, but also to be part of a team
* Commitment to working to the organisation’s policies and procedures
* Excellent organisational, communication and report writing skills
* Good IT skills and a commitment to digital skills
* An ability to deal with clients and other professionals in a sensitive manner
* Commitment to the organisation’s Equal Opportunities Policy