

**Job Description Welfare Rights Officer**

* **Job Title:** Welfare Rights Officer Adviser
* **Responsible to:** Operations Manager
* **Salary:** £28,155
* **Work pattern:** 35 hours per week
* **Location:** Kilmarnock or Cumnock

# About the Role

To provide an in-depth Welfare Rights Service to clients within East Ayrshire by undertaking detailed information, advice, casework and representation on statutory UK and Social Security Scotland benefits, and other social welfare matters as appropriate. Also, to support the front-line operation through the provision of training and quality assurance, support of volunteer advisers and giving general advice when required.

## Summary of main responsibilities

* To ensure the provision and development of quality advice, information and representation on statutory UK and Social Security Scotland benefits, and other social welfare matters as appropriate.
* To carry out welfare rights advice, benefit casework, appeals and representation work.
* To provide specialist second tier support to generalist advisers and delivery of welfare benefits training.

## Welfare Rights

* Carry out ongoing welfare benefits casework, researching and drafting written submissions and assisting clients at review and at appeal level to prepare for benefits appeals.
* Provide representation for clients at Social Security Scotland First Tier Tribunals
* Prepare cases for Upper Tribunals
* Keep comprehensive records of casework which meet audit requirements, and GDRP requirements.

## Training and Development

* To support the provision of a sustainable benefits service to each client through the running of training sessions for generalist advisers, increasing the knowledge and competences of all bureau advisers.
* To ensure that all specialist staff within the bureau receive appropriate benefit training to ensure holistic advising the post holder will carry out peer to peer benefits training.
* The post hold will provide a second-tier support for generalist advisers for benefit enquiries.

## Project Monitoring

• Assist with monitoring effectiveness of the project, project targets and ongoing development of the Welfare Rights post

## Liaison

• Create an awareness within the community of the role of the CAB, promote the services at the bureau by engaging with local partners, community organisations and stakeholders.

## Personal Development

* Undertake and successfully complete Citizens Advice Bureau training programme and enhanced benefit training
* Participate in ongoing professional development
* Keep abreast of the latest developments in the voluntary sector

## Other duties and responsibilities

* Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* To undertake any other work consistent with the purpose of the post as directed by the Deputy Manager or Chief Officer.

**WELFARE RIGHTS OFFICER PERSON SPECIFICATION**

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| **Training Officer**  | **Essential**  | **Desirable**  |
| **QUALIFICATION**  | • Good General education  |   |
| **EXPERIENCE**  | * Evidenced understanding of welfare benefits and provision of advice, or an ability to show transferable skills.
* Good awareness and understanding of how rights and advice issues impact on local communities
* A proven ability to work effectively with a wide variety of stakeholders and partners
* Knowledge of and the ability to use digital tools used to deliver services (web-chat, remote telephony etc)
* Experience of working on own initiative and managing

own workload  * Experience of working as part of an effective team

 | * Welfare Rights experience including tribunal representation
* Completion of Citizens Advice Scotland’s Adviser

Training Programme (ATP) * Experience in delivering training

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| **SKILLS AND ATTRIBUTES**  | * Ability to analyse and interpret information
* Ability to give and receive objective feedback with sensitivity and willingness to challenge constructively
* Understanding of the importance of support, development and motivation
* Ability to remain calm and focused in a busy and at times pressured environment
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|  | •  | Ability to take personal responsibility for own actions  |  |
|  | •  | Excellent organisational skills  |  |
|  | •  | Excellent interpersonal skills and the ability to build positive working relationships with individuals  |  |
|  | •  | Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner  |  |
|  | •  | Ability to operate as a team player and communicate effectively with colleagues and Chief Officer  |  |
|  | •  | Experience in use of computer applications, including spreadsheets and databases  |  |
| **OTHER**  | •  | Commitment to personal development and training  |  |
|  | •  | Understanding of and commitment to the aims and principles of the CAB service  |  |