



Disability Nottinghamshire Job Description

Job Title: Disability and Welfare Benefit Advisor
Hours of Work: 16 hours per week
Fixed Term: 1 Year / To start with immediate effect.
Salary: £11.70 per hour
Responsible to: Board of Trustee Directors of Disability Nottinghamshire
Closing date for applications: Wednesday 16th June 2021
Interview date: To be confirmed.

General Description

The Disability and Welfare Benefit Advisor will work to alleviate poverty amongst disabled and disadvantaged people by:

- The Disability and Welfare Benefit Advisor will recruit 1 volunteer and support existing volunteers.
- Will work with and support beneficiaries over the duration of the project.
- Improving access to information and benefits.
- Providing a comprehensive benefits advice service.
- Providing support and information to people in need.

Key tasks and responsibilities

- Contribute to the development of the service including how digital advice is delivered.
- Provide support and welfare benefits via digital and telephone advice, assist with form filling to individual people, restart face to face appointments and drop in surgeries.
- To oversee and monitor the quality control of client casework.
- Provide one to one support with appeals advice and the process.
- To provide and support the recruitment of at least one volunteer advisor who will, with training, give benefit advice and assist with form filling.
- Sign-post where applicable.
- Compile reports on work undertaken and future indicators of priority needs.

- Maintain accurate records and statistics.
- Attend and contribute to regular team meetings and Disability Nottinghamshire.
- Act as an effective team member by working co-operatively and promoting mutual respect among all colleagues.
- Participate in training and development as required.
- To understand and promote Disability Nottinghamshire's Equal Opportunities Policy.
- Comply with health and safety regulations.
- Ensure that all work is carried in accordance with relevant legislation and Disability Nottinghamshire's policies and procedures.
- To carry out any other duties commensurate with the same grading and level of responsibilities as directed by the Chairperson and Trustee Directors.

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Person specification- Disability and Welfare Benefit Advisor

The candidate should be able to demonstrate the following knowledge, skills and ability.

Experience

Essential

- Experience of welfare rights work, including work from legislation and case law.
- Thorough up to date knowledge of the benefit system.
- Proven ability to manage a busy and diverse workload, working to tight deadlines and an ability and willingness to follow and develop agreed procedures.
- Ability to use all aspects of Microsoft Office, to be competent in compiling statistics and preparing regular reports and presentations.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Experience of supporting and working with volunteers.

Skills, abilities and knowledge

Essential

- Ability to develop and deliver training.
- Effective written and oral communication skills.
- Ability to analyse benefits and tax credits legislation and policy for the effect of families with low incomes.
- Ability to measure results and provide comprehensive reports.
- Ability to identify social policy issues rising from the provision of expert welfare rights support.
- Ability and willingness to work independently and as part of a team.
- Knowledge and understanding of working in the voluntary and community sector.
- Ability to mentor volunteers.
- Proven track record in project delivery.
- An understanding and commitment to equality and diversity and to the aims and principles of Disability Nottinghamshire.

Personal attributes

- Self motivated.
- Flexibility must be prepared to adapt to the time scales of disabled people.
- Commitment to the key aims of the charity and its success.
- Awareness of disability issues.
- Knowledge and commitment of the social model of disability.