

Community Roots Project

**Job Description**

**Welfare Benefits Advisor**

20 hours per week at £16.50 per hour.

2-Year Fixed Term Contract (Grant Funding provided by The National Lottery Community Fund) to begin Monday 12th September 2022.

The Welfare Benefits Advisor is accountable to the Board of Trustee Directors and the Charity Manager of Disability Nottinghamshire.

The role is to support the Community Roots Project and the successful delivery of its agreed outcomes.

In deciding who to shortlist and appoint to this post, we will be looking for evidence of the following skills, knowledge, experience, and personal qualities.

When completing Disability Nottinghamshire’s Application Form it provides you with the opportunity to demonstrate how you fulfil these requirements.

**General Description:**

Community Roots will create a safe environment for the most vulnerable of service users, their families, friends, and the wider community we represent to access support from Disability Nottinghamshire and a variety of services and organisations in the Mansfield, Ashfield District Council areas of Nottinghamshire.

**General Description**

The Welfare Benefit Advisor will work to alleviate poverty amongst disabled people and people with long term health conditions by:

1. Providing a comprehensive welfare benefits advice service.
2. The Welfare Benefit Advisor will work as part of a team in the recruitment of volunteers and to support existing volunteers.
3. You will work with and support beneficiaries over the duration of the project.
4. Improving access to information and benefits.
5. Providing support and information to people in need.

**Key tasks and responsibilities**

1. Your focus will be on providing free, impartial, and confidential advice to clients.
2. Provide support and welfare benefits advice via digital and telephone advice, assist with form filling to individual people via face to face appointments and drop-in surgeries/outreach.
3. Contribute to the development of the service including how digital advice is delivered.
4. To oversee and monitor the quality control of client casework.
5. Provide one to one support with appeals advice and the process.
6. Work as part of a team to recruit and mentor volunteers who may, with training, give benefit advice and assist with form filling.
7. Sign-post where applicable.
8. Compile reports on work undertaken and future indicators of priority needs.
9. Maintain accurate records and statistics.
10. Attend and contribute to regular team meetings and Disability Nottinghamshire.
11. Act as an effective team member by working co-operatively and promoting mutual respect among all colleagues.
12. Participate in training and development as required.
13. To understand and promote Disability Nottinghamshire’s Equal Opportunities Policy.
14. Comply with health and safety regulations.
15. Ensure that all work is carried in accordance with relevant legislation and Disability Nottinghamshire’s policies and procedures.
16. To carry out any other duties commensurate with the same grading and level of responsibilities as directed by the Chairperson and Trustee Directors.

**Person specification- Disability and Welfare Benefit Advisor**

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

**Experience**

Essential

The successful candidate will be able to demonstrate

* Experience of welfare rights work, including work from legislation and case law.
* Be able to complete a benefit check form on behalf of service users and advise accordingly.
* Experience to support service users with the completion of handwritten benefit forms and online forms.
* Ability to advise on appeals and support with advocacy.
* Thorough up-to-date knowledge of the welfare benefits system and issues surrounding welfare issues, especially around disabled people, and their carers.
* Proven ability to manage a busy and diverse workload, individual casework, 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.
* Experience of creating and delivering welfare benefits training, along with an understanding of disability awareness.

**Skills, abilities, and knowledge**

Essential

* Excellent telephone manner.
* 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.

**General**

To work as part of a team and to deliver a successful project, good timekeeping is essential. We expect you to be ready to start work at the start of your normal working day, along with open and transparent recording of working hours and sharing of information, i.e., electronic diary updates of activities and meetings.

All staff should treat one another with courtesy, politeness, and kindness and participate constructively in the delivery of this project and the charity.

All staff are expected to maintain high standards of service user care to uphold the Equality and Diversity Policy and Code of Conduct.

To participate in training activities and events necessary to their post and for personal development.

Understand, promote, and comply with Disability Nottinghamshire Policies and Procedures.

Comply with Health and Safety regulations, undertake risk assessments as appropriate.

Ensure all work is carried out with relevant legislation.

Community Roots Project

Delivery Plan

Within each individually funded job role delivery plan, the following key tasks will be included.

1. Continue to attend current established networks and identify appropriate new ones.
2. Promote and establish shared working and resources with partners and potential for joint funding bids /partnerships.
3. Recruit, train and develop new volunteers to extend availability in their area of particular interest and across all service areas.
4. Support and develop existing volunteers.
5. Research and set up training through appropriate agencies and work with partners to establish training offers.
6. Participate in the project advisory group.
7. Build a database of provision, contacts, and support available both within their area of responsibility, and across all service areas.

**This is a 2-year fixed term appointment to start on Monday 12th September 2022.**

**Closing Date: Wednesday 24th August 2022.**

**Shortlisting to take place: Following closing date**

**Interviews: TBC**