

Disability Nottinghamshire

Job Description: Trainee Welfare Benefits Advisor

Funded by: Awards For All – The National Lottery Community Fund

Fixed Term contract – 1 Year

Hours of Work: 15 hours per week

Rate of Pay: £11.44 per hour.

Responsible to: Board of Trustee Directors of Disability Nottinghamshire

Application closing date: Tuesday 2nd July 2024

Interview date: To be confirmed.

Start date: Immediate.

Overview

This post is funded by Awards For All, The National Lottery Community Fund. The Trainee Welfare Benefits Advisor will have both on-the-job and access to formal training opportunities. This will support the work of the charity to develop and offer a range of flexible digital and face-to-face welfare benefits advice services.

This role will help you develop your technical expertise and customer service skills, gaining valuable experience that will open doors to future opportunities.

General Description:

The welfare benefits and advice team provide a wide range of information and advice on any aspect of disability and welfare benefits.

Disability Nottinghamshire provide.

- A free, impartial, and confidential welfare benefits advice and appeals service.
- Improve access to a wide range of information.

Key tasks and responsibilities:

- 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 work.
- Contribute to the development of the service including how digital advice is delivered.
- Provide support with appeals advice and the process.
- Signpost where applicable.
- 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.
- Understand and promote Disability Nottinghamshire's Equal Opportunities Policy.
- Comply with health and safety regulations.
- Ensure that all work is carried out in accordance with relevant legislation and Disability Nottinghamshire's policies and procedures.

Person specification:

Some experience of the following would be desirable:

- Good communication / listening skills.
- Excellent telephone manner.
- Empathy and compassion.
- Ability and willingness to work independently and as part of a team.
- An awareness of the welfare benefits system.
- Ability to navigate a diverse workload and individual casework.
- A willingness to follow and develop agreed procedures.
- Ability to use aspects of Microsoft Office.
- An understanding and commitment to equality and diversity and to the aims and principles of Disability Nottinghamshire.
- Knowledge and commitment of the social model of disability.