####

**Job Specification**

**Job Title:** **Welfare Benefits Advisor**

**Reports to:** **Project Manager (Bath and North East Somerset Citizens Advice)**

**Overall Responsibilities**

* To provide welfare benefits advice to maximise income for clients and their families who are treated at the RUH/supported by Dorothy House who will have cancer, MND, MS and other life shortening conditions
* To work within Citizens Advice Bath (CA) premises and off site as appropriate using Casebook systems tools and working constructively with CA staff and management

**Communication Responsibilities**

* To adopt a team approach and be a proactive team member within Citizens Advice BANES.
* To be non-judgmental and empathetic
* To adhere to the policy of confidentiality and sharing of information
* To be non-discriminatory
* To promote positive perceptions of Citizens Advice BANES and partners at all times
* To maintain positive working relationships with other employees
* To attend supervision, appraisals and team meetings
* To attend training and relevant courses for professional development

**Specific Responsibilities**

* Explain welfare benefit rules and who can claim, checking that clients are claiming all the benefits they are entitled to.
* Discuss options and courses of action with clients.
* Support clients to complete their forms, other paperwork as necessary, make telephone calls regarding a client’s benefit issue and following up on mandatory reconsiderations and appeals.
* Help clients get ready for appeals.
* Link with the Department for Work and Pensions and other organisations as necessary on behalf of the client and act as their advocate.
* Signpost clients to other appropriate organisations if the CA Welfare Benefits service does not meet their needs.
* Keep up to date confidential records using CA systems.
* Manage your own workload and ensure you are able to meet deadlines.
* Train and mentor volunteers to support welfare benefits clients.
* Keep up to date with relevant legal and policy changes and welfare reforms.
* Identify and discuss any training needs at supervision and yearly appraisal with line manager.

**Social Policy**

* Assist with social policy work by providing information about the client’s circumstances, attending social policy meetings, campaigning for change and contributing evidence to research reports.

**External Networking**

* Liaise closely with the Cancer Information Centre staff at the Royal United Hospital and nurse specialists

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to Welfare Rights, undertake appropriate training and read relevant publications

**Adherence to Citizens Advice policies and procedures**

* Demonstrate a commitment to and understanding of the Aims and Principles of the Citizens Advice Service and its equal opportunities policies
* Abide by health and safety guidelines and share responsibility for safety of yourself and your colleagues
* Any other duties commensurate with the post as required by the Macmillan Project Manager

**Primary place of Work**

* Citizens Advice, Edgar Buildings, Bath, BA1 2EE

**Hours of Work**

* 15hours per week (flexible Monday – Friday)

**Salary Package**

* £24,051 pro rata (per annum £9,620.40)
* Workplace pension scheme (6% employers’ contribution)
* 25 day’s holiday per year (pro rata 10 days) increasing after 5 years’ service + Public and Bank Holidays (maximum 8 days)

**Other information**

* This role will involve supporting clients in their homes or other outreach sites. Driving license and own transport will be required
* Subject to enhanced DBS check

July 2021