

## Welfare Benefits Adviser Job Description

### Role Purpose:

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

### Person Specification:

- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service
- A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff
- Minimum of 2 years' experience gained in a benefits advice environment
- Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Ability to monitor and maintain own standards
- Ability to communicate effectively verbally and in writing
- Demonstrable understanding of the issues affecting society and their implications for clients and service provision
- Demonstrable understanding of the issues involved in interviewing and supporting clients
- Proven ability to manage own caseload within resources available
- Ability to monitor and analyse statistics and check accuracy of calculations
- Ability to research, analyse and interpret complex information.
- Ability to negotiate verbally and in writing creditors and other agencies
- Competent in literacy and numeracy to GCSE A-C pass
  
- Ability to prioritise own work and, meet deadlines and manage workload in a busy environment against agreed targets
- Ability to use IT systems and packages, and electronic resources in the provision of advice and casework
- Ability to monitor and maintain recording systems and procedures

## Desirable

- Some knowledge of the workings of the public, private and voluntary organisations;
- Experience of working with vulnerable clients with complex needs

## Main areas of responsibility

### Casework

- 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.
- Experience of preparing and submitting benefits appeals
- 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.
- Liase closely with the Cancer Information Centre staff at the Royal United Hospital and nurse specialists
- Help clients get ready for appeals.
- Link with the Department for Work and Pensions and other organisations as necessary on be-half of the client and act as their advocate.
- Signpost clients to other appropriate organisations if our 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.

### Learning, development and training

- Identify own learning and maintain a record of continuous professional development
- Support the Debt Supervisor by providing support to volunteers

## General

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed
- 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.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with relevant case law and social policy issues and ensure social policy is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.