



JOB DESCRIPTION

Job title:	Welfare Rights Adviser
Job summary:	To provide information, advice and casework to maximise client incomes
Location	Services may be delivered at Advice4Renters, the Advice4Renters Mobile Office, Brent Community Hubs, medical settings such as GP surgeries or remotely, by 'phone, video link.
Accountable to:	A4R CEO

No job description can cover every issue that might arise and the post holder is expected to carry out other duties from time to time, broadly consistent with those listed below.

KEY TASKS AND RESPONSIBILITIES

1. Delivering welfare information advice and advocacy
 - 1.1 Interview clients using sensitive listening and questioning skills to allow clients to explain their problems and empower them to set their own priorities
 - 1.2 Provide advice, information and advocacy covering welfare benefits and related issues
 - 1.3 Research and explore options and implications so that clients can make informed decisions. This may include assisting clients to navigate the Brent Advice Matters (BAM) website and other sites to obtain online information and advice
 - 1.4 Manage a varied caseload.
 - 1.5 Act for the client as necessary by calculating entitlement, negotiating, drafting letters, emailing and telephoning, signposting or referring clients to other organisations
 - 1.6 Advocate and negotiate with third parties
 - 1.7 Ensure that all advice work undertaken meets A4R's quality standard
 - 1.8 Ensure that work reflects and supports A4R's equalities and diversity policies

2. Co-ordination and Co-working
 - 2.1. Arrange for clients to complete a Health and Wellbeing assessment at initial contact and when service provision ends
 - 2.2. Check whether and how clients can benefit from the complementary services provided by A4R and partner agencies and co-ordinate the support needed
3. Administration & data recording
 - 3.1. Maintain records of up-to-date advice leaflets, online links to websites, such as Turn2Us and access to key reference materials (hard copies and/or online resources)
 - 3.2. Maintain client records on A4R's client database, including contact details, client and household characteristics, case notes and case outcomes
 - 3.3. Produce statistical reports for monitoring and evaluation and publicity
 - 3.4. Obtain client feedback through satisfaction surveys and by encouraging suggestions to improve the service
4. Networking, campaigning and client engagement
 - 4.1. Build links with partner agencies and represent A4R at Networking meetings
 - 4.2. Stay abreast of A4R team campaigns and tenant engagement initiatives and encourage client participation
 - 4.3. Encourage membership of A4R
 - 4.4. Encourage membership of Brent Mutual, A4R's branch of Hillingdon Credit Union
 - 4.5. Contribute to A4R's social media
 - 4.6. Be alert to opportunities for client led community initiatives
5. Professional Development
 - 5.1. Keep up to date with legislation, policies and procedures and undertake appropriate training
 - 5.2. Read relevant publications and on-line newsletters, blogs, etc
 - 5.3. Attend relevant internal or external meetings as agreed with the line manager
 - 5.4. Prepare for and attend supervision and appraisal sessions/team meetings/staff meetings as appropriate.
6. Other duties and responsibilities
 - 6.1. Comply with quality assurance processes
 - 6.2. Abide by health and safety guidelines (as advised by A4R and organisers of outreach venues) and share responsibility for own safety and that of colleagues and service users
 - 6.3. Demonstrate commitment to A4R's ethos, aims and policies, and where relevant, those of partner organisations
 - 6.4. Carry out other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

If appropriate, the postholder may recruit, train and supervise volunteer assistants.

PERSON SPECIFICATION

JOB TITLE – Welfare Rights Adviser

This person specification sets out the essential qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria, which may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Appli- cation	Inter - view	Test
EXPERIENCE	At least 2 years' experience of providing welfare rights advice and casework and managing your own caseload. Experience of representing clients at First-tier Tribunal Experience of working with a computerised case management system to record casework data and outcomes			
SKILLS AND ABILITIES	Sensitive interview skills which empower clients, whilst maintaining structure and control Good research and fact finding skills Effective written and oral communication skills with particular emphasis on negotiating Proficiency in IT systems and e-resources Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively Ability to monitor and maintain own standards Ability to research, analyse and interpret complex information and produce and present clear reports orally and in writing Ability to understand statistics and check accuracy of calculations			
KNOWLEDGE EDUCATION/ TRAINING	Understanding of the issues affecting society and their implications for clients and service provision In-depth knowledge of welfare benefits law, regulations and guidance A working knowledge of debt/money management; housing tenures and tenancy types; consumer issues and employment A good understanding of equality and diversity and its application to the provision of advice Understanding of voluntary and community sector Understanding of local authority structures and administration Knowledge of the social and political environment in which the voluntary and community sector operates and of the social policy issues which impact on advice agencies.			

PERSONAL ATTRIBUTES	Passionate about addressing injustice Commitment to A4R Ethos and values including equal opportunities and ability to apply awareness of these to all areas of work Flexibility Ability and willingness to work as part of a team			
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