

## **JOB DESCRIPTION & PERSON SPECIFICATION**

**Job Title:** Bank/Sessional Welfare Rights Adviser

**Reporting to:** MD

**Salary:** £12.50 ph.

**Hours:** As required TBA

**Start Date:** TBA

**Location:** Home based

### **Role Purpose:**

- To provide freelance telephone welfare rights advice and casework support to money, debt and welfare benefits advice service clients and to support the Pennysmart advice team to meet their objectives.
- To provide technical advice, casework support and supervision for the advice team, as required.
- To provide WB training for Pennysmart advisers and staff as required.

### **Main duties and responsibilities:**

#### **Advice work:**

- Provide advice and casework covering the full range of WB law
- Act where necessary by calculating, drafting or writing letters and producing written submissions for clients appropriate.
- Negotiate with third parties
- Ensure thorough income maximisation through take up of appropriate benefits and associated schemes.
- Assist clients to complete benefit applications remotely
- Prepare submissions to the appropriate statutory bodies, tribunals and courts as appropriate.
- Assist with related problems where they are an integral part of the case and refer to other advisers or specialist suppliers as appropriate.
- Make occasional outreach visits, attend assessments, tribunals, appeals with clients (occasionally and by mutual agreement)
- Provide advice, assistance and training to internal staff and community referral partners across the full range of WB issues.

- To deliver a full home-based WB advice and casework support service remotely via telephone and/or (where required) Video link, SMS, email etc.
- To commit to monitor and maintain a high standard (AQS) of service to clients and referral agencies, including the collection of data to provide evidence of service outcomes and impact
- Submit detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure all work confirms to the Pennysmart Advice Services systems and procedures.
- There may be opportunities (optional) to develop, write and deliver external training.

**General:**

- The post holder will be expected to take responsibility for their own personal development and to maintain the skills/knowledge levels required for the job.
- The post holder will be expected to become familiar with and adhere to all organisation policies and procedures, particularly Confidentiality, Equality and Health & Safety
- The organisation is committed to providing equality of opportunity to clients, potential clients, employees and any other stakeholders such as contractors. The post holder is expected to understand and promote this and all other policies of the organisation.
- Pennysmart CIC currently provides a 9am to 5pm service Monday to Friday, although post holder may be asked to work flexible hours by mutual agreement (Pennysmart CIC operates family friendly working patterns where possible).

## PERSON SPECIFICATION

### Knowledge, Qualifications, Experience:

- Minimum 5 X GCSE's including English & Maths
- Minimum 2-years' experience as WB adviser with own caseload
- Background in law, social welfare, community work, housing, local authority
- Experience of telephone advice delivery
- Experience of training delivery (desirable)

### Skills and Abilities:

- Knowledge and experience of giving accurate WB advice casework to AQS Quality Mark Standards.
- Ability to monitor and maintain own standards
- Understanding the aims and values of Pennysmart CIC.
- Understanding the implications of Welfare Reforms and its impact on individuals and families.
- Excellent communication skills – the ability to communicate effectively both orally and in writing
- Good time management skills and the ability to prioritise work
- Good administrative skills with the ability to maintain well organised files and provide statistics and other information as requested
- Excellent negotiation/advocacy skills
- A commitment to equality of opportunity
- A non-judgemental approach
- Self-motivated and able to work remotely, independently and as part of a team
- Ability to work effectively in partnership with other agencies whilst maintaining the confidentiality and independence of the Service
- The ability to use basic IT in the provision of advice, administration duties, and the preparation of reports
- Ability to prioritise own work, meet key date deadlines and targets.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Ability to work to agreed outcomes negotiated with commissioning agencies and the client