**North Bristol Advice Centre**

**2 Gainsborough Square**

**Lockleaze**

**Bristol**

**BS7 9XA**

**Tel: 0117 9515751**

**www.northbristoladvice.org.uk**

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| Job Title: **Welfare Benefits Advice Caseworker**  Responsible to: Advice Team Manager  Grade & Salary: SCP £21,000 (+ 4% employer contribution to contributory pension scheme – after qualifying period) (to be reviewed)  Contract Term: Initially for one year (to be reviewed)  Working Hours: 28 hours per week  Place of Work : NBAC Office, plus outreach locations in South Gloucestershire  Probationary Period: Three months |

**Main Purpose of Job**

To work with the Advice Team Manager to effectively deliver specialist welfare benefits advice and casework and contribute to NBAC’s wider mission of providing services that support and strengthen the health and wellbeing of the communities we serve.

**Responsibilities**

1. To deliver specialist\* welfare benefits advice and casework services by means of face-to-face (both at NBAC office and outreach locations), telephone and email appointments
2. Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate
3. Assist clients where necessary by calculating, negotiating, drafting or writing letters and telephoning
4. Maintain accurate case records in our dedicated case management system
5. Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
6. Provide case studies and feed into NBAC’s wide social policy work
7. To work at all times within NBAC’s policies and procedures as detailed in the NBAC Staff Handbook and Office Manual.
8. To undertake other reasonable tasks as required to ensure compliance with funding agreements/contracts and to assist in the running of the service.
9. To ensure that the Equality and Diversity policy of the Centre is implemented in all aspects of the work of the post holder

**Professional Development**

1. Keep up to date with legislation, case law, policies and procedures relating to specified area and undertaking appropriate training.

*\*Specialist welfare benefits advice - in accordance with agreed Quality Mark standards for welfare benefits advice.*

**Welfare Benefits Advice Caseworker - Person Specification**

**The post-holder is required to be self-motivated with strong communication skills, able to work as part of a team and prioritize their own workload.**

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| **Skills & Abilities** |  | **Essential** | **Desirable** |
| **Education, Vocational Training & Qualifications** | * Degree or equivalent relevant qualification, or substantial training and experience in relevant role * GCSE in English and Maths or equivalent * Be conversant with all relevant legislation, regulations and case law * Evidence of continuing professional development and training * Up to date knowledge of the main welfare benefits and welfare reform changes * Up to date knowledge of debt law and procedures | X  X  X  X  X | X |
| **Experience** | * Experience of providing specialist welfare benefits casework including Tribunal representation * Proven experience of working under pressure and achieving individual targets against contract demands * Experience of using electronic case management systems * Experience of using the Advice-Pro software system | x  X  X | X |
| **Knowledge &**  **Understanding** | * Understanding of the voluntary sector * Understanding of the advice environment * Relevant knowledge of national policy and programmes relating to welfare benefits advice and reform * Understanding of the needs of service users in a disadvantaged area | X  X  X | X |
| **Technical Skills & Abilities** | * Proficient using Microsoft Word and Excel * Effective communication skills (oral & writing) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence. * Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service. * Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures. | X  X  X  X |  |
| **Interpersonal skills, motivation and commitment** | * Ability to liaise effectively and positively with a wide range of individuals and organisations * Able to work on own initiative, prioritising and managing own workload and time to meet targets and deadlines * Ability to work effectively as part of a team * A flexible approach to work * A commitment to work within NBAC’s Equality and Diversity Policy | X  X  X  X  X |  |
| Other | * Access to transport and a willingness to travel locally, regionally and nationally as required. |  | X |