

**Job Description**

**Job Title:** Welfare Rights Officer (Part-time)

**Reports to**: Welfare Rights Co-ordinator

**Job Reference No.:** WRO/ARM/MAR/17/

**Location:** Armagh

**Key working relationships:**

**Internal contacts:**

* Management and staff
* Individuals and families (clients)
* Sessional personnel
* Volunteers

**External contacts:**

* Other community and voluntary organisations
* Statutory agencies

**Job Purpose:**

To deliver a confidential, impartial and objective welfare advice service to victims and survivors of the N Ireland Troubles to include, face to face (via centre or home visits), email or telephone. To provide representation at Disability and Social Security Appeal Tribunals to clients of WAVE and undertake social policy work.

**Key Responsibilities:**

**Welfare**

1. Follow up and prioritise referrals to the welfare advice service, advising and assisting clients.
2. Liaise with Outreach Case Workers and other staff within WAVE on how to best support clients’ needs holistically.
3. Maximise client’s income by undertaking benefit checks, better off calculations and identifying other means of practical support.
4. Carry out all follow-up work for the resolution of a case; including telephone calls, letters, preparation for Mandatory Reconsiderations and Appeals, liaising with other staff and/or agencies.
5. Represent clients at Social Security and Disability Appeal Tribunals.
6. Maintain comprehensive and up-to-date confidential case records for all clients using the on line Advice Pro case recording system.
7. Identify and highlight advice needs and issues as they arise.
8. Provide materials/talks/information days on welfare changes, and other issues relevant to victims/survivors and other staff as requested.
9. To keep updated with the changes relating to welfare reform and the benefits system.

#### Management

1. Prepare monthly reports for the Welfare Co-ordinator and statistics for the Centre Manager.
2. Prepare articles on welfare issues for the quarterly Newsletter when requested.
3. Network and liaise with voluntary and statutory organizations and government agencies.

**Social Policy & Lobbying**

1. Identify, record and follow up social policy issues as they arise and report these issues to the Welfare Co-ordinator.
2. Work with a sub group to research and build cases, provide evidence and feedback on the relevant law and practice and assist in making proposals to effect change of policy relevant to victims/survivors.

**Other**

1. Undertake training as required by Welfare Co-ordinator or Centre Manager, and attend welfare meetings as requested.
2. Any other reasonable duties requested by the Management Board.