**Upper Springfield Development Trust**

**Job Description**

**Job title:**  **Welfare Rights Advisor**

**Responsible to:** **Advice Co-ordinator**

**Location: Upper Springfield/Whiterock**

**Hours: 35 hours per week**

**Salary: £21,420**

**Contract: 31st March 2018 (Possible extension subject to funding)**

**Purpose:**

To deliver a high quality, impartial, confidential and free advice, advocacy and information service, to meet the needs of the local community. This will involve supporting clients through Welfare Reform changes and the Welfare Reform mitigations. The advice centre is needs driven and client focused with an emphasis on advocating on behalf of the most vulnerable in our community.

**Duties**

1. To ensure the delivery of a professional, confidential and quality advice, advocacy and information service to the community which will include advising on social security benefits, welfare reform changes, financial capability, housing, consumer, health, education and social justice through face to face, home visits, telephone, email or outreach.
2. To ensure that suitable confidentiality and data protection procedures are followed at all times.
3. To establish good working relationships with other professionals and agencies and refer where appropriate to other services identified.
4. To maintain comprehensive and up to date confidential case records for all clients using the Advice Pro case management and recording system.
5. To identify, record and follow up social policy issues as they arise.
6. To keep up to date with changes in all areas of welfare reform and participate fully in training programmes, both internal and external as arranged by the advice co-ordinator.
7. To manage and prioritise own workload in agreement with the advice co-ordinator.
8. Attend advisor practitioner forums and team meetings and work as part of a team to ensure the smooth running of the advice team and participate in quality assurance.
9. To use new technology following appropriate training.
10. To be aware of any health and safety issues affecting themselves, colleagues and clients.
11. Be expected to work within the terms of their contract of employment and adhere to USDT’s policies, procedures and values.

**Personnel Specification**

**Essential Criteria**

**Education and Experience**

**Suitable candidates will demonstrate:**

To have completed a recognised advisor training programme e.g. a programme provided by Citizens Advice or the Law Centre and have a minimum of one years’ experience, either paid or in a voluntary capacity

**Personal Qualities**

**Suitable candidates will demonstrate:**

1. Can demonstrate knowledge and experience of both the current and future changes in welfare reform
2. Can demonstrate experience of using a case management system for eg. Advice Pro or Carma or something similar
3. Can demonstrate effective verbal and written communication skills
4. Can demonstrate ability to understand complex information and legislation
5. Demonstrate ability to prioritise own workload and to use initiative regarding assisting clients
6. Demonstrate experience of working as part of a flexible team and sharing knowledge.

**Knowledge/Values**

**Suitable candidates will demonstrate:**

1. Sympathetic and non-judgemental attitude towards clients
2. Have a commitment to equal opportunities policy both in the work place and service delivery

**Personal Attributes**

**Suitable candidates will demonstrate:**

1. Willingness to work flexible and unsociable hours
2. Friendly and approachable manner
3. Demonstrate ability to work on a confidential basis
4. Demonstrate an ability to work under pressure and to strict deadlines
5. Accuracy and attention to detail
6. Proven knowledge of the current issues impacting individuals, families and communities across the Upper Springfield/Whiterock locality.

**This job description is not intended to be definitive or restrictive and may be modified to meet the integrated partnership’s changing needs.**