**Community Advice Fermanagh**

**JOB TITLE:** Welfare Reform Adviser \****Trainee will be considered***\*

**DURATION OF POSITION:** Full Time Position – One Year (Extension of post will be subject to funding).

**RESPONSIBLE TO:** Manager

**HOURS OF WORK:** Monday – Friday 37 hours per week

**LOCATION:** Community Advice Fermanagh, Fermanagh House, Broadmeadow Place, Enniskillen, Co**.** Fermanagh, BT74 7HR.

**Key work areas and tasks:**

The post holder will provide specialist advice to clients and represent clients at appeal tribunals.

**Advice giving:**

* Follow up and prioritise referrals to the welfare advice service, advising and assisting clients.
* Provide information to clients on welfare benefit rules/tests and processes so clients are empowered and have a better understanding of the welfare benefits system and welfare reforms which may affect them
* Assist clients with form filling, both paper based and on line
* Communicate with external agencies on behalf of clients with their consent by letter, email and telephone when required
* Maximise client’s income by undertaking benefit checks, benefit and better off calculations and identifying other means of practical support
* 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.
* Advise and assist clients as necessary to obtain further information when required
* Prepare written submissions for appeals, research commissioner decisions and abide by the TAS Code of Practice in providing Social Security Appeal representation
* Provide effective representation at Social Security and Disability Appeal Tribunals
* Assume responsibility for managing your own case load
* Identify and highlight advice needs and issues as they arise including welfare reform
* Keep updated with the changes in law relating to welfare reform and the benefits system
* Refer and signpost clients to external agencies when necessary.
* Attend Outreach clinics if required

**Social Policy:**

* Contribute to social policy research and papers as requested.

**Business Improvement and Quality Management:**

* Ensure adequate and appropriate case notes/record keeping is undertaken and that relevant online electronic databases (Advice Pro) are updated on a regular basis according to set time frames and adhere to policies and procedures.
* Ensure that all advice and associated processes are maintained to the high standard required for auditing, monitoring and evaluation.
* Manage the security/processing of sensitive and confidential client information in keeping with the requirements of GDPR legislation.
* Ensure that all records, manual and/or computerised are held securely and all information is treated as confidential as per Data Protection policy and procedures.
* Adhere to Risk Management procedures and protocols
* Promote a culture of continuous service improvement through the appropriate sharing of constructive feedback, case studies or testimonies and work with relevant statutory, community and voluntary sector organisations to implement improvements.

**Personal Development, Performance and Professionalism:**

* Create a positive working environment in which equality and diversity are well managed and dignity at work is upheld.
* Maintain high standards of personal accountability and ethical practice which are aligned with Community Advice Fermanagh’s values, ethos and policy and procedural frameworks.
* Maintain and record continuous professional development in accordance with the conditions associated with the role (to include recording any training undertaken, participation on forums or any personal reading i.e. journals, articles, books etc).

**Other duties and responsibilities:**

* Undertake training as required.
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



**COMMUNITY ADVICE FERMANAGH –**

**PERSONAL SPECIFICATION**

**Welfare Reform Adviser \**Trainee will be considered*\***

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| **Selection Criteria** | **Essential** | **Desirable** |
| 1. **Qualification/Education**

(i). Third Level qualification (preferably law or Degree with law modules) OR candidates must have completed the Citizens Advice, Law Centre or Advice NI Adviser Training Programme and to have experience of providing benefit advice and benefit calculations to the public in a social welfare context **(or *willing to undertake this******qualification)***(ii). Law Centre NI, Advice NI or NIACAB Qualification in Tribunal Representation **(or** ***willing to undertake this******qualification)*** | ✓✓✓ |  |
| 1. **Experience**

(i). At least 1 years’ experience of working in a welfare rights setting within the last three years ***(Trainee will be considered)***(ii). Experience of representing clients at tribunals ***(or willing to undertake the training)***(iii). Experience of assisting clients in preparing reviews and mandatory reconsiderations of benefit decisions ***(or willing to undertake this training)*** | ✓✓✓ |  |
| 1. **Knowledge**

(i). Demonstrable knowledge of recent welfare reforms and universal credit(ii). Knowledge of welfare supplementary payments(iii). Knowledge of housing rights (iv). An awareness of gathering information and reporting cases of social policy issues in which to effect change***\*As above trainee will be considered*** | ✓✓✓✓ |  |
| 1. **Skills and Abilities**

(i). Ability to understand complex information and legislation(ii). Excellent written, oral and communication skills(iii). Ability to plan, prioritise and organise own workload | ✓✓✓ |  |
| 1. **Other Requirements**

(i). \*Current driving licence and access to a suitable vehicle (appropriately maintained and insured for business). (\*This criteria will be waived in the case of an applicant whose disability prohibits driving but who is able to demonstrate an appropriate alternative means of meeting the mobility requirements of the post).(ii). Flexible approach to working hours(iii). Commitment to the provision of free, confidential, impartial, and independent advice(iv). Ability to work within the mission, vision and values of Community Advice Fermanagh(v). Committed to Community Advice Fermanagh policy of equal opportunities. | ✓✓✓✓✓ |  |

**TERMS AND CONDITIONS OF SERVICE**

1. The post is subject to an AccessNI (previously POCVA) check.
2. Contract type – one year post. After the one year it is subject to continued funding.
3. The post-holder will be based in the office of Community Advice Fermanagh.
4. The post is full time 37 hours per week. Working Hours 9.00am-5.30pm Monday-Thursday and 9am-5pm on a Friday.
5. The salary for the post is £26,421 gross per annum (***Trainee will be considered at a lower starting salary***). Employees of Community Advice Fermanagh are subject to a six-month probationary period.
6. All members of staff are enrolled within the NEST pension scheme and can choose to opt out if they wish.
7. The annual leave entitlement will be 25 days plus statutory days (pro rata).
8. One day hybrid working
9. Free parking on site
10. Other conditions of service shall be those applying to employees of Community Advice Fermanagh.

Community Advice Fermanagh is an equal opportunities employer and welcome applications from all sections of the community.