

## Job Description

- Job Title:** WELFARE BENEFITS ADVISER
- Working hours:** 35 hours per week- 2-year fixed term contract.
- Responsible to:** Carers Advice and Support Manager / Operations Director
- Location:** Based primarily at Enfield Carers Centre with satellite/outreach work at venues within the borough and/or home visits.

### Essential Car User Role

### Main Purpose of the Job

The post holder will deliver Welfare Benefits advice and welfare reform information specific to Carers. The post will focus on delivering aspects of income maximisation assistance, welfare benefits advice and casework to a wide range of carers. The postholder will also support the Centre's carer support team in delivering welfare rights advice and information.

This post is subject to an enhanced CRB/DBS check. You must have a full driving license and a car for this role. You will need to arrange business use to be covered on your car insurance.

### Responsibilities

1. Provide comprehensive and accurate advice on all aspects of welfare benefits advice and casework covering the full range of welfare benefits including welfare reform updates and changes. This may be on a one-to-one basis, face to face, online or by telephone and also via group information sessions. The Centre focuses particularly on Carer- and disability-related benefits and does not presently handle housing benefit issues.
2. Ensure income maximisation through the take-up of appropriate welfare benefits and or other income checks.
3. Carry out in depth benefit and income checks on behalf of clients, assisting and completing carer- and disability-related claim forms, reviewing and submitting applications.
4. Act for the client and take on casework where necessary in order to progress the client's issue. Appeals will be referred to other appropriate and specialist agencies in the borough.
5. Support and advise the Centre's carer support team to aid their basic understanding of accurate welfare rights information and advice.
6. Negotiate with third parties as appropriate on behalf of clients, both orally and in writing.

7. Promote the service to external agencies, including other local groups and organizations who work within the community.
8. Prepare and work towards applying for the Advice Quality Standard General Help with Casework category for Welfare Benefits.
9. Work as a team member to deliver advice primarily face to face, but also via email, letter, telephone, home visit and outreach work.
10. Meet targets as set by Enfield Carers Centre objectives and defined by Line Manager.
11. Assist clients with other related problems where they are an integral part of their case and refer internally and/or externally to other advisers or specialist agencies as appropriate.
12. Maintain accurate and organized case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.

### **Social Policy**

1. Assist with social policy work by providing information about client's circumstances, statistical information and nature of cases.
2. Assist the line manager to monitor service provision to ensure it reaches the widest possible client group.
3. Alert other staff to local and national issues.

### **Professional Development**

1. Keep up to date with legislation, case law, policies and procedures.
2. Attend specific Welfare Benefits training and any other appropriate training.
3. Read relevant publications/ law updates.
4. Attend relevant internal and external meetings as agreed with the line manager.
5. Prepare for and attend supervision sessions.
6. Assist in initiatives to improve services.

### **Administration**

1. To be self-administrating and comply with existing procedures for quarterly, statistical recording, record keeping and document production using IT based systems.
2. Maintain reference material and local information systems.
3. Ensure that all work conforms to Enfield Carers Centre administrative policies and procedures.

**Other duties and responsibilities**

1. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
2. Uphold the aims and principals of the Enfield Carers Centre and its equal opps policies.
3. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
4. Maintain close liaison with relevant external agencies and represent the service as appropriate.

<b>Person Specification: Carers Benefits Advice Officer</b>		
<b>Quality</b>	<b>Desirable/ Essential</b>	<b>How Assessed</b>
<b>Experience</b>		
A minimum of 2 years, (or equivalent part time) recent face to face experience of client focused advice work (in a paid or voluntary capacity)	Essential	Application Form / Interview/ Test
A minimum of 12 months' recent experience of welfare benefits casework	Essential	Application Form / Interview/ test
A minimum of 12 months experience of managing own caseload	Essential	Application Form/ interview/ test
Recent experience of negotiating with the DWP/HMRC/Local Authority Housing Benefit Departments.	Essential	Application Form / Interview
Experience of case checking and carrying out Independent File Reviews on welfare benefit cases and an understanding of the importance of quality control measures	Desirable	Application Form/ interview/ test
Experience of other income maximisation checks such as tax codes or CSA payments	Desirable	Application Form/ interview/ test
<b>Skills and ability</b>		
Ability to demonstrate effective communication skills to a range of different clients both verbally and in writing, with particular emphasis on negotiating and representing clients to 3 <sup>rd</sup> parties	Essential	Application Form / Interview
Proven ability and willingness to meet targets, including organisational objectives and funder targets	Essential	Application Form/ interview
Excellent numeracy skills with the ability to carry out efficient calculations and prepare accurate benefit calculations	Essential	Application Form / Interview

Excellent computer literacy including Microsoft word, internet, email, IT based software packages, hybrid and online working	Essential	Application Form / Interview
Ability to communicate effectively and professionally both verbally and in writing, with a range of external organisations	Essential	Application Form/ Interview
Commitment to working effectively and safely with vulnerable adults , adhering to ECC's Safeguarding Policy at all times.	Essential	Application Form/ Interview
Ability to deal impartially and sensitively with a range of different clients and have a full understanding and commitment to the principles of confidentiality relevant to welfare rights work.	Essential	Application Form / Interview
An understanding of the issues involved in interviewing clients and the ability to communicate effectively and sensitively with all clients	Essential	Application Form / Interview
<b>Knowledge</b>		
An up-to-date knowledge of legislation, case law and procedures relevant to Welfare Benefits	Essential	Application Form / Interview/ test
Up to date knowledge of all aspects of generalist advice work including debt/money advice	Essential	Application Form/ interview

### ***Our Commitment to Safeguarding***

*Enfield Carers Centre aims to protect children/ young people and adults who receive Enfield Carers Centre's services from harm. This includes the children of adults who use our services.*

*To provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child and adult protection. This policy applies to anyone working on behalf of Enfield Carers Centre including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and work experience students.*