**Welfare Rights and Advice Caseworker (Outreach) - Job Description**

**Role purpose**

To assist in providing an efficient and effective advice service, you will provide support and practical advice on welfare benefits, housing and debt. You will work as part of a team to ensure that our clients are receiving the best support available to help them. You will be required to provide advice through various service delivery points, this post has a specific focus on proiding advice at outreach locations across the city region, therefore you will be expected to provide advice at multiple locations throughout the week whilst liasing with outreach partners and community groups.

**Hours:** 35 hours per week

**Accountability**: CEO

**Term:** Permanent

**Salary:** LA Payscale 5/6 £26,421 - £31,364 +7% Pension Contribution.

**Key work areas and tasks**

**General**

* Work within the Law Centre’s ethos and values, especially regarding equality and justice and sustainability of the organisation
* Keep up to date with legislation, policies, campaigns and procedures.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
* Work to Key Performance Indicators as per quality standards.
* Work within health and safety guidelines sharing responsibility for own health and safety and that of colleagues.

**Casework**

* Provide advice that covers issues related to welfare benefits, housing and debt and liaise with the internal team in complex cases.
* Act where necessary by drafting or writing letters and producing written submissions for clients as appropriate. Negotiate and work with third parties.
* Ensure income maximisation through the take up of appropriate benefits, dealing with debts and supporting people diagnosed with Terminal illness to find any other charitable support.
* Prepare paper submissions to the appropriate statutory bodies, tribunals and courts as appropriate.
* Assist with related problems where they are an integral part of the case and refer to other advisers or specialist suppliers as appropriate.
* Make outreach/home visits, where required.
* Provide advice and assistance to staff and volunteers across the law centre
* Ensure that all casework conforms to the Office Manual. Maintain electronic case records for continuity of casework, information retrieval, statistical monitoring and report preparation.
* Ensure that all work conforms to the service's systems and procedures.

**Research**

* Assist with research work by providing information about clients’ issues and developing and managing an older persons information pack.
* Keep up to date with proposed changes to any issues related to older people and provide information to colleagues/partners on changes.
* Keep up to date with current campaigns affecting people living in the area we serve.

**Administration**

* Effectively utilise IT for statistical recording, monitoring, case recording and document production.
* Be responsible for own administration and reception duties if required.

**Welfare Rights & Advice Caseworker Person Specification  
Essential**

1. Extensive knowledge and experience of giving competent accurate advice on welfare benefits in an advice centre, on the telephone and at outreach sessions, up to the level of successful representation at Tribunal for welfare benefit appeals.
2. Effective oral communication skills including being able to act compassionately to those who are recently diagnosed with terminal illness.
3. Effective writing skills with particular emphasis on negotiating, preparing reviews, reports and correspondence.
4. Flexibility and willingness to work as part of a team.
5. Ability to effectively use IT in the provision of advice and the preparation of reports and submissions.
6. Ability to monitor/maintain own standards and confidentiality.
7. Ability to administer and manage a varied caseload.
8. Ability to prioritise own work, meet key date deadlines and targets.

**Desirable**

1. An understanding of the issues in relation to the cost of living crisis, housing and debt
2. Housing/Debt caseworker experience in a community setting
3. Understanding of and commitment to the aims and principles of the Law Centre and its procedures and policies.
4. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.