**Skills and Knowledge Requirements – Benefits Advice Worker

E Essential D Desirability** 

|  |  |
| --- | --- |
| **Skills/Knowledge** | **E/D** |
| Ability to communicate appropriately at all levels with good negotiation, influencing and interpersonal skills | E |
| Ability to understand and communicate complex information in a clear and concise manner to users, carers and professionals | E |
| Ability to prioritise work and to respond to changes in demand for services | E |
| Ability to deal with and resolve conflict situations | D |
| **Knowledge of advice issues affecting older people and awareness and appreciation of the needs of older people** | **E** |
| **Knowledge of welfare benefit/ social security legislation and practice for older people** | **E** |
| **Ability to complete benefit calculations** | **E** |
| Knowledge of community care law and practice | D |
| Knowledge of housing law, practice and options for older people | D |
| Ability to effectively communicate with clients on the telephone, face to face and in writing | E |
| Understanding of the need for confidentiality | E |
| time management | E |
| Ability to provide advice and information to other professionals on issues relating to older people | D |
| Ability to liaise with other agencies on behalf of clients | E |
| AAbility to assist clients with form filling, letter writing, etc | EEE |
| Ability to assist with producing, updating and organising local information resources | E |
| Ability to use information resources (paper and online) and to understand and interpret complex guidance | E |
| Proven ability to work on own initiative without close supervision and to meet deadlines | E |
| Strong analytical skills | D |
| Ability to work methodically, keep accurate records and to collect statistical information | E |

****
**Skills**

|  |  |
| --- | --- |
| Proven experience of developing and maintain case recording, statistical and information systems | D |
| An understanding of and commitment to equal opportunities. Ability to relate positively to people of different cultures, backgrounds and experiences and believe in the equal value of people regardless of race, religion, culture, gender, age, disability or sexuality. | E |
| **Proven ICT skills, including word processing, e-mail, spreadsheets, databases and use of the internet.** | **E** |
| **Excellent listening skills, ability to empathise with older people and to use tact and sensitivity when dealing with vulnerable clients** | **E** |
| Proven experience of monitoring and evaluating services and preparing written and statistical reports | D |
| Proven experience of cross-sector partnership working | D |
| Ability to network with other organisations, contribute to networks and work with strategic partnerships | E |
| Proven experience of effective team working | E |
| Time and priority management | E |
| Clean driving licence and a good geographical knowledge of the local area | E |

**Please note , those criteria’s highlighted as essential and bold are the minimum requirements to gain an interview. If your application does not show these minimum essential skills, you will NOT be offered an interview. This role needs an underpinning knowledge of the welfare benefits system around older peoples benefits.**