

JOB DESCRIPTION

Job title: Welfare Benefits Advisor (Information & Advice Service)

Responsible to: Information & Advice Service Co-Ordinator

Hours: 35 hours per week

Salary: £21,003.00

Job Role Summary:

To provide welfare benefits advice to older people living in Tameside, maintaining quality standards and supporting volunteer advisors. The Welfare Benefits Advisor will also work alongside the Senior Support Assistant to devise TMBC Commissioner reports and those required by Age UK England.

Job Role Task:

1. To work as part of the Information & Advice (I&A) Team providing high quality welfare benefits advice services for older people in a confidential setting, following service operational guidance. This includes welfare benefit checks, care costs checks, checking and completing claim forms and referring, signposting older people who require specialist advice.
2. To work as part of the team delivering an impartial service that allows clients to explore their options and make their own choices.
3. To work with the Senior Support Assistant to devise reports for TMBC Commissioners, which includes statistical data highlighting service use, sharing case studies and client stories, to demonstrate the value of the service and positively showcase the service.
4. To ensure all client notes, claim forms and documentation is kept safe and secure in line with GDPR Law and the charity's internal Information Governance policies and procedures.
5. To support the training and development of volunteers to ensure the service provides up to date information and advice.

6. To ensure internal service delivery processes are followed by volunteer advisors to ensure the effective delivery of the service.
7. To work as part of the team to ensure internal KPIs and targets are met and report any challenges or issues that may impact on the service meeting these KPIs and targets.
8. To work with the Senior Support Assistant and Services Director to secure additional funding from Age UK England and other sources to deliver welfare benefit advice to older people.
9. To work alongside the Senior Support Assistant and Services Director to secure the national mandatory Age UK England Information and Advice Quality Mark.
10. To work within the charity's policies, procedures and protocols and to work in ways that demonstrate a commitment to living the charity's values.
11. To carry out any other duties that fall with the scope of the job role and responsibilities.

Person Specification

Specification	Essential Criteria
Qualifications	Good standard of education
Experience	<p>Minimum of 2 years' experience providing welfare benefits information and advice to people</p> <p>Devising service reports to external commissioners</p> <p>Working in a not-for-profit community or charitable setting</p> <p>Working in a busy team environment servicing members of the public</p>
Skills	<p>Able to provide impartial information</p> <p>Able to work within a service operational delivery plan</p> <p>Able to support the team to work within a service operational delivery plan</p> <p>Able to use a CRM database system</p> <p>Able to use Microsoft Office</p> <p>Able to check and complete welfare benefit claim forms</p> <p>Able to identify issues and challenges that need to be actioned and those that need senior input</p> <p>Able to communicate with people who may have additional needs</p> <p>Able to undertake risk and needs assessments</p> <p>Able to collate statistical data using a CRM database system</p> <p>Able to devise reports to include the client experience</p>
Knowledge	<p>An up-to-date welfare benefits knowledge base</p> <p>A working knowledge of providing a confidential service</p> <p>A working knowledge of Information Governance</p> <p>A working knowledge of Health & Safety legislation</p> <p>A working knowledge of Equalities Legislation</p> <p>Working within a prescribed ethos and values led environment</p>