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**Job Description**

**Welfare Benefits Advisor**

We are seeking to employ a Welfare Benefits Advisor to provide a service for people aged 50+

Applicants must have a proven track record of recent benefits advice including casework. You will need up-to-date knowledge of social security legislation and practice.

The successful candidate will advise and assist clients with welfare benefit related issues. This will include providing full benefit checks, advising on potential claims, completing application forms and taking action on the client’s behalf. You will also be actively involved in negotiating, and liaising with, statutory agencies.

**Essentials/Desirables**

**Casework**

Provide casework covering the full range of (Specialism) welfare benefit related matters

Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.

Negotiate with third parties as appropriate.

Ensure income maximisation through the take up of appropriate [specialism] benefits.

Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.

Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.

Provide advice and assistance to other staff across the whole range of [specialism] issues.

Ensure that all casework conforms to Age UK Teesside’s Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.

Maintain case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation.

Ensure that all work conforms to the bureau's systems and procedures.

**Research and campaigns**

Assist with research and campaigns work by providing information about clients' circumstances.

Provide statistical information on the number of clients and nature of cases and provide regular reports to AUKT management.

Monitor service provision to ensure that it reaches the widest possible client group.

Alert other staff to local and national issues.

**Professional development**

Keep up to date with legislation, case law, policies and procedures relating to [specialism] and undertake appropriate training.

Read relevant publications.

Attend relevant internal and external meetings as agreed with the line manager.

Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.

Assist with Service initiatives for the improvement of services.

**Administration**

Maintain local information systems.

Use IT for statistical recording, record keeping and document production.

Keep up to date with policies and procedures relevant to their work and undertake appropriate training.

Attend internal and external meetings as agreed with the manager.

Maintain close liaison with relevant external agencies.

Maintain a library of reference material and case law.

Public relations

Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

**Other duties and responsibilities**

Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Demonstrate commitment to the aims and policies of Age UK Teesside

Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person specification**

Knowledge and experience of [specific enquiry area].

Effective oral communication skills with particular emphasis on negotiating and representing.

Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.

Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.

Understand the issues involved in interviewing clients.

Numerate to the level required in the tasks.

Ability to prioritise own work, meet deadlines and manage caseload.

Ability to use IT in the provision of advice and the preparation of reports and submissions.

Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

Ability and willingness to work as part of a team.

Ability to monitor and maintain own standards.

Demonstrate understanding of social trends and their implications for clients and service provision.

Understanding of and commitment to the aims and principles of Age UK Teesside and its equality and diversity policies.