

Job Description – Welfare Benefits Advisor

Responsible to: Senior Adviser

Brief overview of the role:

To provide a county wide advice service for older people their families and carers. Advice is provided covering a broad range of subject matters including, welfare benefits, housing, employment, consumer, care, community support, funding care, education, and leisure activities.

This is a hybrid position, predominantly telephone based from home with one day a week from an office alongside monthly outreach sessions and occasional home visits.

The post holder for this role will ideally have experience in delivering benefit advice.

Main duties:

Advice:

- To provide a wide range of advice to older people, their families, and carers, meeting the (IAQP) Information and advice quality programme in accordance with AUKWSBH policies and procedures.
- To empower clients to ensure they are either provided with or can access the support they need to achieve their desired outcomes.
- To offer a benefit check to all clients and act upon the results to ensure maximisation of income.
- To ensure that clear and comprehensive records of all enquiries received and how they were resolved, are entered on the database, maintained and archived, and that any necessary follow-up work is carried out promptly.
- To maintain an up-to-date knowledge of changes in practice, policy, and law, both locally and nationally.
- To undertake outreach services and home visits where appropriate
- Identify, social policy issues and actively participate in gathering evidence for research & campaign work, including case studies.

Case management and team working :

- Manage own caseload and be able to work independently as well as collaborate with the team sharing information and making a positive contribution working proactively toward organisational goals.
- Ensure that all work conforms to AUKWSBH's systems and procedures.
- To contribute to the regular production of monthly statistics and reports relating to the activity and the promotion and development of the service across West Sussex, Brighton and Hove including producing case studies
- Ensure data protection regulations are adhered to and that sensitive data is handled in accordance with relevant legislation and organisational procedures.
- Develop and maintain good working relationships with external stakeholders, including statutory and voluntary service providers

Professional development:

- Be confident in identifying own training needs, taking responsibility for own development
- Attend regular training to develop knowledge, skills and expertise
- Attend and contribute to support and supervision and appraisal meetings with the line manager, to further own development.

Key contacts and relationships

Advice Team

Senior Advisers

Advice Service Manager

Information Assistants

Equality, diversity and inclusion

Age UK West Sussex Brighton and Hove is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Person Specification – Advice Service Advisor

Experience	Essential	Desirable
A minimum of 1 year experience (full or part-time equivalent) of providing good quality general advice	√	
Ability to check eligibility for welfare benefits and to regularly do benefits calculations	√	
Experience of taking welfare benefits claims to mandatory reconsideration stage	√	
Knowledge of the Care Act and how to advocate for older people to ensure they get the best access to care and support	√	
Experience of taking welfare benefits claims to upper tribunal level		√
Knowledge/qualifications		
An understanding of, and interest in older people, their situations and the opportunities they may want and/or need	√	
A basic understanding of all aspects of sustainability so as to deliver effective and focused services that also minimise environmental impact	√	
Understanding of the difficulties faced by disadvantaged groups in accessing information and advice services		√
Understanding of the voluntary and community sector and inter-agency working		√
Understanding of and commitment to equal opportunities		√
Skills		
Excellent communication skills. Ability to write detailed case notes that reach the Advice Quality Standard (AQS)	√	
Able to work as a team and alone when necessary using own initiative	√	

Good computer skills including using main Microsoft packages as well as experience with different IT systems	√	
A 'can do' positive and professional attitude that can flex and adapt to change and challenges	√	
Other requirements		
Committed to keeping own knowledge up to date in order to maintain quality standards	√	
Commitment to AUKWSBH's vision, mission and values	√	
Ability to travel on occasion to different locations including other AUKWSBH sites	√	
This is an essential car users post. Proof of appropriate insurance cover, including business use, will be requested	√	
Understanding of and adherence to organisational Code of Conduct, supporting positive change across the charity	√	