**Island Advice Centre**

**Welfare Right Caseworker**

**Job Description and Person Specification**

**Post:**  Welfare Right Caseworker

**Salary:** So1

**Hours:**  35 hrs per week

**Responsible to:** Welfare Rights Supervisor

**Responsible for:** Provision of welfare right casework in the organisation

## Job Description

1. To provide benefit advice and carry out welfare rights casework from client’s self-referral as well as internal and external referrals
2. To carry out benefits disputes and appeals
3. To represent clients at social security tribunals.
4. To provide generalist advice to clients of Island Advice Centre accessing the telephone advice line and drop in session
5. To support advice volunteers and adviser with welfare right enquiry
6. To make appropriate referrals to other services within Island Advice or externally to best meet the needs/capabilities of clients
7. To maintain appropriate records, collect and record statistical information, client evaluations/outcomes and provide case studies as required for monitoring, fundraising and reporting requirements
8. To be responsible for own administration and use Advice Pro for statistical monitoring, case recording etc
9. To attend training courses and read appropriate publications to ensure a current understanding and expertise in the relevant area of advice work is kept up to date
10. To attend team and supervision meetings, advice forums and share in the development of the centre’s advice service
11. To attend Welfare Rights Advisers Forums
12. To research social security law and case law, read appropriate publications and attend benefits liaison meetings, to ensure an up to date understanding and expertise in welfare benefits law
13. To demonstrate a commitment to equal opportunities
14. To adhere to IAC internal policies, in particular confidentiality and equal opportunities and to challenge negative attitudes and practice related to race, class, gender, sexuality, disability, or religion.

## Person Specification

Essential Experience

1. At least two years experience of providing welfare rights advice
2. At least one year experience doing casework to appeal level
3. A thorough knowledge of welfare rights entitlement and ability to calculate benefit entitlement including submitting cases for appeal.
4. Knowledge of a range of other advice issues including debt and housing and ability to check information and identify where it is appropriate to refer for casework/specialist help
5. Ability to work with minimal supervision
6. A commitment to applying Equal Opportunities issues in the workplace.
7. A high standard of literacy and numeracy
8. A high standard of case management and ability to use Advice Pro
9. Experience of organising and prioritising work to meet deadlines.

# Desirable Experience

1. Experience of supervising volunteers in WR advice
2. Knowledge of the Tower Hamlets area and advice agencies within this area
3. Ability to speak a locally relevant second language