

JOB DESCRIPTION

Job Title:	Welfare Rights Officer
Salary:	£10,945 per annum (£26,999 pro rata)
Hours:	15 hours per week
Responsible to:	Chief Operating Officer
Base:	23 Queen Street, Redcar, TS10 1AB and St Mary's Centre, 82-90 Corporation Road, Middlesbrough TS1 2RW. The postholder will be required to travel and work from different sites including the homes of clients.

Purpose:

- To provide an efficient, effective and comprehensive Welfare Rights Service for carers.
- To disseminate knowledge of welfare benefits and increase the capacity of the current team of caseworkers.
- To work in partnership with staff in organisations across all sectors.

Duties and responsibilities:

1. To provide a direct case work service which aims to maximise the income for carers and their families.
2. To carry out comprehensive 'benefit checks' and identify any gaps in benefit income.
3. To be responsible for maintaining an up to date knowledge of currently and emerging relevant legislation, case law and guidance.
4. To ensure that benefit claims are followed through to their conclusion, including preparing submissions and representing clients at appeal tribunals when considered necessary.
5. To assist, support and inform colleagues with welfare benefit enquiries.
6. To deliver training and/or information sessions about changes or developments in the welfare benefit system to colleagues and service users.
7. To ensure all referrals are dealt with promptly, ensuring that the clients receive their full entitlement to benefits as soon as possible.
8. To monitor the outcome of benefit claims and to ensure that all outcomes /KPI's are recorded in line with the appropriate policy and procedures.

9. To attend events with other agencies to promote the 'take up' of welfare benefits for carers.
10. To attend meetings, seminars and training sessions as directed by the line manager.
11. To identify social policy issues for further exploration.
12. To signpost and refer to other services and support as appropriate.
13. To seek the views of people using the service and record their comments.
14. To identify development opportunities for services and training to meet carers' needs.
15. To attend relevant meetings as required.
16. To undertake training as required and agreed.

General

1. To participate fully as a member of the staff team including attending meetings, sharing information and working collaboratively with staff and volunteers to ensure all services are delivered.
2. To work collaboratively with colleagues in other areas.
3. To maintain written records, statistical data, provide written reports and attend relevant meetings as required.
4. To adhere to all service standards, policies and procedures of Carers Together.
5. To administrate and organise own work to ensure that it meets quality standards, deadlines and reporting requirements.
6. To undertake any other tasks or duties that may arise which are commensurate with the general level of this post and as directed by the designated line manager.

Management

1. The post holder will receive day to day management and supervision from the Chief Operating Officer.

Working conditions

1. Flexible working between the hours of 9 am - 5 pm is permitted subject to the demands of the service. Some evening and weekend working may be required. Overtime will not be paid, but approved time outside 9am-5pm can be taken as time off in lieu.
2. 30 working days holiday per year plus statutory/bank holidays for fulltime staff. For part time staff, the holiday entitlement is calculated on a pro-rata basis.

This job description is intended as a guide to the duties and responsibilities of the post and may be amended from time to time, subject to developing organisational needs, and following appropriate consultation with the post holder.