

**PERSON SPECIFICATION:
WELFARE RIGHTS OFFICER**

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education/ Qualifications	1. Good general education to A level standard or demonstrable equivalent. 2. NVQ level 3 in Advice and Guidance.	1. An additional qualification in a relevant field (i.e. Health, Social Care or Housing)	1. Application form 2. Evidence brought to Interview
Experience/ Knowledge	3. Extensive knowledge and working experience of Welfare Benefits legislation and welfare reform. 4. Experience of delivering high quality Welfare Rights Services to the public. 5. Experience of completing benefit forms efficiently and accurately with service users. 6. Experience of advocating, writing appeal submissions and presenting cases at tribunals/hearings. 7. Experience of planning and delivering presentations and training to professionals and service users. 8. Experience of dealing with sensitive issues and of providing information and support to vulnerable individuals and groups. 9. Understanding of the issues affecting carers. 10. Knowledge and understanding of safeguarding children, young people and vulnerable adults.	2. Experience of working in or with the Voluntary and Community sector 3. Knowledge of other resources and services, including, but not exclusively health and social care. 4. Experience of evaluating services.	1. Application form 2. Interview 3. References
Skills and abilities	11. Ability to carry out accurate benefit checks and maximise income where appropriate. 12. Ability to disseminate information and build capacity into a team of multi skilled caseworkers.		1. Application form 2. Interview 3. References

	<p>13. Ability to raise awareness and encourage the take-up of appropriate welfare benefits.</p> <p>14. Ability to present complex welfare benefits information to wide range of audiences.</p> <p>15. Ability to deal sensitively and effectively with clients and other agencies.</p> <p>16 Good communication skills with stakeholders at all levels.</p> <p>17. Ability to work in partnership with other service providers to promote and maximise a broad range of benefits for service users.</p> <p>18. Ability to listen effectively and build relationships.</p> <p>19. Demonstrable IT competence including use of word and spreadsheet applications.</p> <p>20. Ability to organise and prioritise work on own initiative and meet deadlines.</p> <p>21. Sound problem solving skills.</p> <p>22. Ability to work under pressure.</p>		
General	<p>23. Willingness to undertake appropriate training.</p> <p>24. Willingness to travel between offices and to client homes.</p> <p>25. Commitment to working in a team.</p> <p>26. Willingness to work flexibly.</p> <p>27. Enhanced CRB disclosure.</p>	8. Full driving licence and access to own-transport	<p>1. Application form</p> <p>2. Interview</p> <p>3. References</p> <p>4. CRB check</p>